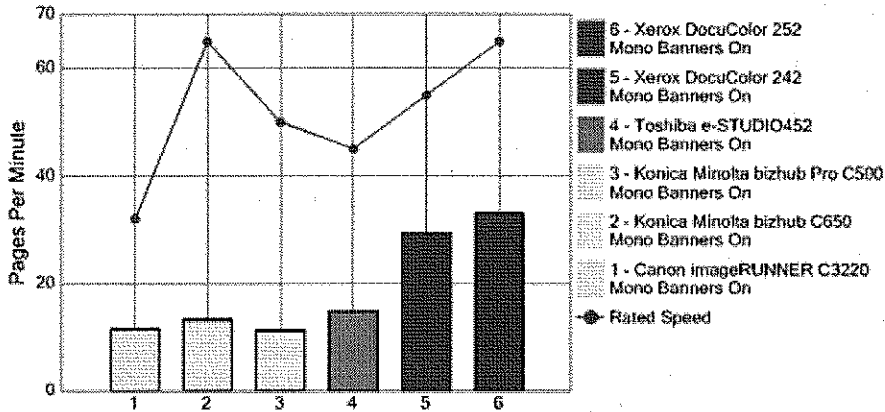


Rated Speed vs. Tested Performance

Manufacturers rate their devices based on how many prints of a single document on the platen glass can be output in 60 seconds. What happens when a mix of common office documents are printed from multiple network locations—including jobs that involve everyday office requirements like finishing? To find out, Buyers Laboratory Inc. (BLI) conducted independent, third party productivity testing on the Canon imageRUNNER C3220, Konica Minolta bizhub C650, Konica Minolta bizhub Pro C500, Toshiba e-STUDIO452, Xerox DocuColor 242, Xerox DocuColor 252 and its direct competitors.*



Efficiency, calculated by dividing the tested speed by the rated speed, is a factor in determining the price/value relationship of a system.

- The Canon imageRUNNER C3220 Mono Banners On is 35.7% efficient
- The Konica Minolta bizhub C650 Mono Banners On is 20.3% efficient
- The Konica Minolta bizhub Pro C500 Mono Banners On is 22.5% efficient
- The Toshiba e-STUDIO452 Mono Banners On is 32.8% efficient
- The Xerox DocuColor 242 Mono Banners On is 53.4% efficient
- The Xerox DocuColor 252 Mono Banners On is 50.8% efficient

Group C – Production B/W

Segment C1: Xerox 4112™ Copier/Printer



Value Propositions

- ✓ **Speed and Productivity**
 - First Light Production device at 125 ppm
- ✓ **Seamless integration into existing and future workflows**
 - Using FreeFlow Print Server and EX Print Server
- ✓ **Benchmark Image Quality**
 - Improved registration - +/- 0.7mm
 - EA Toner (Emulsion Aggregate)
- ✓ **Robust Finishing options**
 - Optional High Capacity Stacker
 - Interface Module
 - Booklet Maker Finisher
 - Standard Finisher
- ✓ **Competitive TCO**
- ✓ **Ability to support Coated Stock from any tray**
- ✓ **High Product Reliability and Uptime**

The Xerox 4112 Copier/Printer is a 110 page per minute black and white, digital system, designed for large offices and small/medium size central reproduction departments or print shops.

With the standard Integrated Copy/Print Server, the Xerox 4112 C/P provides simple walk-up workflow (with a Secure Access Card Reader option) in offices where a smaller footprint, lower volumes, booklet finishing, and requirements for copying and scanning are the standard. However, with options for more advanced print servers—the Xerox FreeFlow Print Server or the Xerox EX Print Server, powered by Fiery—the 4112 C/P also meets higher-level production needs.

Product Highlights

- Fastest in its class – Up to 110 ppm
- Exceptional copy/scan productivity – With 100 ipm dual-bar scanner and 250 sheet document handler
- Facilitates fast, cost-effective communications – With LDAP-compliant scan-to-email and optional full color scanning
- Increase productivity with uninterrupted runs – Optional high capacity feeders; standard and oversize feeders available
- Enhances the effectiveness of your documents – Post-process insertion module integrates full color covers or inserts
- Supports versatile finishing options – Such as stapling, punching, booklet making (with optional trimmer module), Z/C/bi-fold/Engineering Z-fold, tabs, and color insertion
- Choice of 3 controllers fits a variety of business needs and workflows:
 - Integrated Copy/Print Server (Standard) – Offers simple workflow where ease-of-use delivers the most productivity; minimum space requirement. Supports Extensible Interface Platform (EIP) that provides access to third party applications and web access at the GUI.
 - FreeFlow Print Server (Optional) – Offers production-level job preparation, printing, and management features that maximize workflow efficiency for excellent return on investment
 - EFI Fiery Print Server (Optional) – Offers easy access to all the capabilities of the Xerox 4112/4127 Copier/Printer using a familiar interface for customers with EFI Fiery configurations

Segment C2: Nuvera 120 EA Digital Production System (DPS) with Multifunction Finisher Pro

The Nuvera 120 EA Digital Production System (DPS) with Multifunction Finisher Pro is a 120 images per minute (ipm) black and white copier/printer for the production environment. It brings copying and printing capabilities to enterprises that need to produce mid-sized volumes of complex documents such as booklets, mixed stocks, and tabbed jobs, or higher volumes of simpler ones that require copying, stapling, and/or stacking only.

Product Highlights

It builds on the DocuTech legacy ...

- ✓ *Flexible enough to handle complex jobs*
- ✓ *Maximum productivity—built right in*
- ✓ *Smaller footprint and lower cost than higher-end production devices*

It is also new technology ...

- ✓ *The best black and white image quality in the digital printing market*
- ✓ *The fastest high-resolution black and white scanner on the market*
- ✓ *The most reliable engine and the lowest total service hours*

*"Editor's Choice"
2005 High-Volume
Copier & Multifunctional
Guide*

Better Buys for Business

- Simplex and duplex scanning at 120 ipm. Single-pass process for two-sided originals reduces wear on originals and results in outstanding front-to-back registration. Dual scan heads reduce the number of moving parts and increase scanning productivity.
- Reliable and robust feeding. Feeds a wide range of media types from any tray with automatic tray switching—and you can reload the empty tray without interrupting productivity. The optional Insertion Module allows users to insert pre-printed sheets into their jobs.
- Simple paper path. Reliability of a straight paper path and wide turning radii results in expanded media latitude, more uptime, and greater productivity.
- Integrated DocuSP Controller. Simple, easy-to-use interface. DocuSP programming power makes complex jobs easy.
- CD-RW/DVD-ROM. Use the CD-RW/DVD-ROM as a media server to input jobs from a customer CD or DVD and to write jobs to CD for archiving purposes.
- Standard Multi-Function Finisher. Provides stacking of up to 250 sheets (20 lb/75 gsm) in the top tray and 2000 sheets in the offset stacker. Staples with one or two staples in sets of up to 100 sheets.
- Optional Multifunction Finisher Pro. Includes all of the standard finisher capabilities plus an inline folder offering parallel folding—including C-, Z-, and bi-folds. It also includes a booklet maker. Also includes hole punch capability and 200 sheet insertion tray.
- Removable assemblies. Reduce service call time, minimize downtime, and maximizes productivity.
- Large capacity toner cartridge. Change toner less often while the Nuvera continues to run. Trickle Charge Development ensures consistent image quality and reduces service calls.

Other options: Xerox Productivity Plus (enables minor customer maintenance and troubleshooting) and Printeract software provides a pro-active approach to minimizing downtime and also enables Automatic Meter Read submissions.

Nuvera 120 EA Digital Production System Value Proposition

Value	Feature	Benefit
Productivity	High-speed printing onto a variety of paper sizes and weights	→ Benchmark speed means quick turnaround time and increased operator productivity.
	Simple user interface driving a powerful DocuSP controller	→ Makes document production easy for everyone → Handles complex jobs more efficiently than "Light Production" solutions
	High resolution scanning with unparalleled speed	→ Transforms hard copy to digital in less time and with less operator intervention
	Full concurrency with simultaneous scan, receive, RIP, and print functionality	→ Optimizes operator productivity
	Professional inline finishing	→ Adds value to documents without adding production time
Reliability	Large turning radii and a racetrack duplexing paper path	→ Minimizes jams/increases uptime
	Cyclone Cleaning Technology and automatic, self-cleaning corotron wires	→ Increases uptime and ensures optimal image quality
	Built for serviceability with high quality, easy to replace parts	→ Reduced service call duration means more uptime for critical production requirements.
Flexibility	Prints onto a wide range of stock types and weights with no reduction in throughput speed Up to 8 "pick points" with optional 2 nd Sheet Feed Module Insertion Module enables inserting pre-printed sheets within a set.	→ Handles a broad range of jobs with optimum efficiency
	80 GB (additional 146 GB option) hard drive plus a CD-RW/DVD-ROM drive	→ Enables storage and reprinting of a virtually unlimited number of jobs
	Optional 2-Tray Large Format Feed Module	→ Accommodates higher volumes of large format sheets
Image Quality	600 x 600 dpi (with 8-bit depth) scan, 1200 x 1200 dpi RIP, and 4800 x 600 print resolution	→ High-resolution scan, RIP, and print mean better quality on documents containing photos and halftones.
	Automatic electronic deskew; active registration; text, graphics, and half-tone rendering; plus advanced operator adjustable controls	→ Ensures optimal image quality on all job types

Nuvera 120 EA Digital Production System Key Features

The Nuvera 120 EA DPS offers the following key features, which meet the WSCA needs and concerns—and clearly differentiate it from the competition.

Needs/Concerns	Nuvera 120 Key Features
Fast running speed for quick turnaround	120 ipm (Nuvera 120) 8.5" x 11" running speed means up to 7,200 impressions per hour of production capacity to turn jobs around quickly.
Maximize unattended operation	Large paper capacity (up to 11,520 sheets with a secondary feeder module) and a simple paper path that reduces paper jams mean hours of unattended operation.
Maximize machine throughput	Full concurrency of scan, receive, program, and print operations enables print engine to run almost constantly.
Support of current DocuSP workflow	Jobs that have been set up for other DocuSP devices can be redirected to the Nuvera 120 EA DPS and vice versa.
Enable hard copy to digital transition	Fast, high-quality scanner enables the capture and integration of hard copy documents into customers' digital databases for archiving or reprinting.
Provide high levels of image quality	600 x 600 dpi scan (with 8-bit depth), 1200 x 1200 dpi RIP, and 4800 x 600 dpi print resolution—combined with 125 lpi screens and Translating Electronic Registration (TELER)—provide consistently outstanding image quality.
Enable on-demand reprint	Production speed—combined with up to 226 GB internal memory and CD-RW/DVD-ROM capabilities—enables fast, efficient, on-demand printing.
Ease of use and a short learning curve	Simple operation and easy-to-understand user interface keep training requirements to a minimum. Commonality of workflow with other DocuSP devices also maximizes operator efficiency.
Handle broad range of media types	More media types equal more jobs. Robust media latitude allows accepting more jobs. The Insertion Module enables inserting pre-printed sheets within a set.
Add value to documents with finishing	Finishing adds value to documents. Inline finishing does it without adding time or expense to the process.
Maximize equipment uptime	Replaceable Units (RUs) and exceptional service and support provide required reliability and keep the Nuvera 120 EA DPS up and running.

Nuvera 120 EA Digital Production System versus the Competition

The following highlights the strengths of the Nuvera 120 as compared to other manufacturers' systems relative to key customer requirements:

■ Productivity

- Fast 8.5" x 11" print speed at 120 (Nuvera 120) images per minute
- Fastest 11" x 17" print speed at 60 (Nuvera 100) or 72 (Nuvera 120) images per minute
- Fastest scan speed at 120 8.5" x 11" simplex or duplex images per minute
- Optional Insertion Module enables inserting pre-printed sheets within a set, including printed offset shells and a variety of specialty stocks
- Largest Automatic Document Feeder capacity at 300 sheets
- Concurrency of scan, receive, program, and print operations
- Virtually unlimited program ahead capability
- Single integrated DocuSP UI and workflow

Deleted: .

■ Image Quality

- Best in class text, photo, and halftone rendering (85, 106, 125, 134, or 156 lpi screens)
- 600 x 600 scan (with 8-bit depth), 1200 x 1200 dpi RIP and 4800 x 600 print resolution
- Precise image registration

■ Flexibility

- Up to 8 pick points and 11,520 sheet paper supply
- Broad media latitude (any weight or type from any supply with no reduction in speed)
- Ease of handling complex jobs (tabs, page level programming, electronic, and paper component assembly)
- Job portability (ability to write to CD or forward jobs to other FreeFlow network print devices)
- Ability to accept jobs via CD, DVD or USB port
- Broad range of finishing options including stapling, C-fold, Z-fold, bi-fold, hole punch and booklet making

■ Reliability

- Lowest unscheduled maintenance rates and fastest repair time
- Full job recovery on jobs requiring ordered stock

Segment C3: Nuvera 144 EA Digital Production System

Benefits

- ✓ **Productivity**
 - High speed output
 - Streamlined workflow
 - Simple and powerful UI
 - Programming for complex jobs
 - Rapid scanning
 - Concurrent processing
 - Efficient stock programming
 - Re-load on the run
- ✓ **Image Quality**
 - Xerox Emulsion Aggregation (EA) toner and technology
 - Precise TELEX registration process
 - Quality halftone density
- ✓ **Flexibility**
 - Creates new revenue streams
 - Accepts all industry-standard print streams
 - Uses a wide range of media
 - Manages fleet of other printers
 - Handles high volume, continuous finishing
 - Provides 4 scanning options
 - Produces Variable Information (VI) documents
 - Leverage the power of Xerox and 3rd party finishing alternatives
- ✓ **Reliability**
 - Sheet Enhancement Module
 - Advanced paper handling and minimum paper jams
 - SmartPress technology
 - Xerox Cyclone cleaning process
 - PrintInteract remote services
 - ERU (Easily Replaceable Unit) design

The Xerox Nuvera 144 EA Digital Production System (DPS) is a 144 ppm black and white digital production device to meet the requirements of departmental users, commercial printers, in-plant centralized reprographics departments (CRDs), quick printers, service bureaus, and data centers. The Xerox Nuvera Digital Production System delivers benchmark capabilities in the areas of productivity, image quality, flexibility, and reliability. It is custom configurable and expands production workflow and durability.

Product Highlights

- Configurable, modular, scalable, and upgradeable
- Superior monochrome image quality with 1200 x 1200 dpi RIP resolution, 4800 x 600 dpi print resolution, and halftone screens at up to 156 lpi, customizable job by job
- Emulsion Aggregation (EA) fine particle toner creates quality that is comparable to, or exceeds, offset-level output, with finer lines, higher levels of detailing, and a smooth, matte finish
- FreeFlow® Print Server – Can simultaneously spool, RIP, and print several small jobs or a long, streaming job; queues that simplify and automate workflow, print and re-print on demand locally or remotely; strong security features, enhanced data-stream support, output quality, and prepress functions
- Data stream Support – *Standard:* TIFF, PCL6; *Optional:* Adobe® PostScript® Level 3, PDF, ASCII, VIPP®/PostScript®, PPML, LCDS, and IPDS
- Feeding: Sheet Feed Module with four paper trays and 5,800-sheet capacity; optional second Feed Module and optional 2-Tray Large Format Feed Module
- Sheet Enhancement Module (SEM) – Improves system reliability and stacking performance
- Finishing options include Basic Finisher Module (BFM), BFM Plus, BFM Direct Connect, Xerox Tape Binder, and Professional Multi-Function Finisher configurations
- Finishing Transport Module with optional in-line finishers – Xerox DS5000 High Capacity Stacker, Xerox SquareFold™ BookletMaker, Xerox DB120-D Document Binder, C.P. Bourg BDFx BookletMaker, GBC Fusion Punch II Xerox Manual and Book Factory

Xerox Nuvera EA DPS Strengths versus the Competition

■ **High ROI (Return on Investment)**

- Configuration flexibility and scalability to customize the exact speeds and features needed for workflow in mid to full production environments. Customers can select the exact system they require to meet their current needs and then scale up or upgrade needs evolve. This flexibility is conveniently handled through licensing and system module upgrades.
- Production speed of up to 144 images per minute. This speed, along with superior sheet flatness from the integrated Sheet Enhancement Module, drives enhanced performance of third party finishing.
- Continuous run-time features with 2 BFMs, dual Toner system, Roll Feed option, and up to 12 pick points
- FreeFlow integration for efficient workflow with rapid job submission, easy ticketing, enterprise load balancing, and page / copy / color / VI job splitting
- Operator ease-of-use and FreeFlow Print Server familiarity leads to fast operation and minimum training time.

■ **Customer satisfaction**

- Superior xerography and paper handling that matches offset quality with a RIP resolution of 1200 x 1200 and a print resolution of 4800 x 600. Halftone screening is up to 156 lines per inch and registration +/- .65 mm.
- Smooth finish and sharp detail from the high yield EA toner system and lower fuser temperature
- Rapid turn-around time for quick service from excellent print engine speed – 144 ipm
- Outstanding stack quality and sheet flatness from the integrated Smart Sheet Enhancement Module.
- Wide range of service options from advanced DFA finishing options, including booklet makers, perfect binding, punchers, stackers, thermal binders.

■ **Growth opportunity and new revenue**

- Wide and flexible datastream support, including TIFF, Postscript Level 3, PDF, PCL6, ASCII, VIPP, PPML, LCDS, and IPDS
- Technology to customize workflow applications includes Background Forms, VI Containers, and VIPP

The FreeFlow Workflow Collection offers Web Services, Process Manager, MakeReady, Print Manager, and Output Manager to expand and improve service offerings.

Group C Segments 2 and 3 (Nuvera) each have the **Xerox FreeFlow Print Server with DocuSP Software**. This is a powerful Server with workflow software that helps you automate more job steps, optimize your workflows, and enable new applications. Each and every job will benefit from unprecedented productivity, powerful variable data capabilities, and benchmark security. And it works with more than 40 Xerox production printers including monochrome, highlight color, full color, cut sheet, and continuous feed, as well as the ever-widening family of innovative Xerox FreeFlow workflow solutions. Seamlessly integrate the components of your existing workflows, offset as well as digital, for powerful job control, time-saving efficiencies, and unified operations with the Xerox FreeFlow Print Server.

The Xerox Nuvera Production System FreeFlow Print Server (RIP) is a server class 2.4 GHz Opteron processor with 1 GB memory and a 160 GB SCSI hard drive, DVD/CD-RW, Color flat panel monitor with Ethernet interface (10 MBTX/sec or 100 MBTX/sec), keyboard, and mouse. Optional Software includes FreeFlow VI Interpreter (formerly VIPP) for variable data, Imposition, LCDS enablement, IPDS enablement, Online CUP kit for mainframe Channel connectivity, Removable Hard Disk Drive. Client Environments Supported are Windows 2000 SP4/ XP SP2/ Server 2003 / Vista as well as MAC OSX (10.3 or later). Native Network Environments/Connectivity are TCP/IP, Novell IPX, Appletalk, and IPP.

The Xerox FreeFlow Print Server combines the extensive heritage and outstanding capabilities of Xerox production solutions into one sleek and compact print server. Its drag-and-drop user interface makes it simple for training and for working. And it's smart in the way it streamlines and organizes your workflow to optimize every production printer in your shop. Parallel processing enables concurrent operation, speeding up the production of hundreds of small jobs or complex VI jobs with thousands of customer database entries. The FreeFlow Print Server will optimize page parallel or job parallel RIPping, delivering peak performance for every print job. It will enable you to meet your daily needs while expanding your opportunities. There are over 40,000 systems in use today.

Built and refined based on experience and feedback from users of more than 35,000 Xerox DocuSP® Servers, the Xerox FreeFlow Print Server retains all the advantages of the DocuSP product line while adding exciting enhancements. Plus, it delivers the benefits of a single workflow with common features on a common platform, providing a familiar process across your production fleet. The Xerox FreeFlow Print Server will help you automate, reduce costs, and enable new applications, whether you're starting out with simple digital printing or delivering complex variable data jobs.

The Xerox FreeFlow Print Server provides multiple security levels, all based on super stable and secure UNIX®. Encrypted job-submission modes provide for public and private key encryption. For security profiles, the FreeFlow Print Server offers custom setups, a secure password, and a print mode that limits duplicate page printing. Rest assured, you are working with a very secure system.

The Xerox FreeFlow Print Server with DocuSP Software also enables Queue Management on each individual printer with this DFE/RIP. The Queue Manager window displays all the queues available on the printer. Think of each queue as a virtual printer with unique characteristics defined when the queue is created. The queue list displays the name, priority, and job acceptance and release status for any queues available on the system.

Queue Management involves creating and enabling queues to receive jobs to help manage the flow of jobs through the printing system. Queues allow you to manage jobs by:

- Controlling when to accept jobs from the network or host.
- Controlling when to release jobs.
- Overriding job parameters or Defining default parameters (like 1- or 2-sided) for jobs
- Feeding from a specific tray rather than specifying a paper stock (generally used for LCDS jobs).Xerox FreeFlow

Print Server with DocuSP Software Strengths versus the Competition

■ **Productivity**

- Up to 250 Queues (Virtual Printers) with Hot Folder Support (drag and drop files for automatic printing to a printer queue)
- Ability to adjust lightness/darkness as needed on the fly
- Stock Library with full stock management
- Tabs & Ordered Stock integrity
- Job Streaming from client to print
- Preflight - Enables quick check for common errors before committing to print
- Bi-Directional Job Status/IPP
- Improved job and stock management, Special Pages layout, tray management
- MIS Integration

■ **Flexibility and customer satisfaction**

- Flexible and Easy to Use Customizable Graphical User Interface for layout of screen and shortcuts (with drag and drop simplicity)
- Proofing - View Ripped Job - Soft Proof/Thumbnail View
- Add, Reorder or Delete pages right from the controller (full exception page programming and job building enabled)
- Remote Workflow - The DocuSP Remote Workflow (DRW) allows access to a DocuSP controller on a remote client. DocuSP Remote Workflow provides the functionality of the DocuSP at a remote desktop, enabling the user anywhere on the network to use the full range of DocuSP functions.
- Job Forwarding to other printers (DFE independent!)
- JDF - Supports JDF job tickets through hot folders enabling FreeFlow Print Server's compliance with important industry standard
- EMC and Safety Standards Compliance

■ **Growth opportunity and cost controls**

- Wide and flexible datastream support, including TIFF, Postscript Level 3, PDF, PCL6, ASCII, VIPP, PPML, LCDS, and IPDS
- Reduces training costs with a "train once" paradigm due to DocuSP's familiar Windows-like user interface
- Version Control for Accounting
- Technology to customize workflow applications includes Background Forms, VI Containers, and VIPP
- Specialty Fonts (MicroText, Correlation Mark, Fluorescent Mark, GlossMark Text)

Group D – Color Production Copiers

Segment D1 & D2: DocuColor 252/260 Color Production Systems

The DocuColor 252/260 is a single-pass, color laser multifunction product made for color professionals. You can combine this with a choice of a bustled EFI® Fiery® Bustled Controller or one of three external color servers—Xerox FreeFlow® Print Server, Creo® Spire™, or an EFI Fiery—to provide excellent production capabilities, an easily integrated workflow, and advanced color management. Alternatively, you can configure the system as a copier by not adding a server, or add a server later as needs change. It provides easy, affordable color for any environment. This system is ideally positioned for production color environments within the Public sector. It provides a great, low-cost investment while enabling organizations to control costs associated with color output. The DocuColor 252 and 260 systems offer benchmark image quality and provide reliable printing on shorter print runs. This platform is a great entry point into the world of digital color printing with a small footprint and big functionality.

Product Highlights

Strengths vs. the Competition

- ✓ Fast print and scan speeds
- ✓ DADF has 250 sheet capacity
- ✓ Outstanding print quality
- ✓ Broad media support
- ✓ Fast warm-up time
- ✓ Complete Customer Replaceable Unit (CRU) strategy with SMart Kit®
- ✓ High duty cycle
- ✓ Wide range of color server options



Editor's Choice
242/252/260 – 2008 Color
Copier Guide
Better Buys for Business
December 2007



BERTL's Best
DocuColor 260 – Best Light
Production Color MFP
BERTL
June 2008

- Outstanding Performance
 - Speeds – DocuColor 242 = 40 ppm color / 55 black and white, DocuColor 252 = 50 ppm color / 65 black and white, DocuColor 260 = 60 ppm color / 75 black and white
 - First-copy-out time – 10.7 sec. color / 4.3 sec. black and white
 - High paper capacity (Base System = 3,260 sheets)
 - Heavyweight feeding (to 220 gsm) from all trays; to 300 gsm from optional Oversize High Capacity Feeder
 - 250-sheet Duplex Automatic Document Feeder (DADF)
- Professional Image Quality
 - True 2400 x 2400 dpi printing and copying
 - Enhanced Gloss Mode – Allows user to “tune” desired gloss level
 - Excellent color registration (1.5mm) – For faithful color reproduction
 - Excellent color management – High performance controllers
- Scalable Solution
 - 2,000-sheet letter High Capacity Feeder (optional) or optional Oversize High Capacity Feeder (page size up to 13 x 19")
 - Choice of Offset Catch Tray (OCT), Advanced Finisher, Professional Finisher, or Light Production Finisher
- Easy to Integrate and Use
 - Small footprint
 - Choice of color servers (copier/printer only) – Provides the flexibility to easily integrate color and document management control within existing workflow or a workflow that meets application requirements and skill levels.
 - Intuitive, easy-to-use touch panel

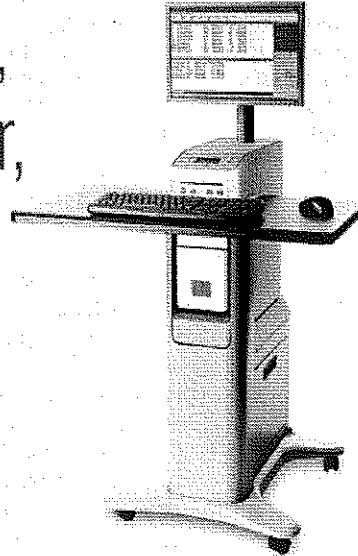
XEROX®

Technology | Document Management | Consulting Services

EFI® Fiery®
Color Server for the
DocuColor® 242/252/260
Digital Color Printer/Copier

Specifications

Improve productivity, achieve outstanding color, automate workflows.



The EFI Fiery Color Server is the ideal printing solution for the Xerox DocuColor® 242/252/260. It is designed to meet the needs of virtually any print environment, boost productivity, cut waste, and reduce repetitive tasks.

High performance assured.

This Fiery Color Server features EFI's System 8 software, giving it exceptional flexibility to expand. Workflow control, comprehensive color management, outstanding variable data printing (VDP) support, and a wide variety of powerful utilities all come standard. Robust productivity-driven hardware lets operators work on two jobs at once. This RIP1/Print2 technology enables the Fiery Server to start RIPping one file while printing the previous file, thus reducing bottlenecks and delivering output more quickly to the print engine.

Consistent color across the board.

Users profit from ColorWise®, EFI's in-RIP color-management technology, and its standard-setting color controls. This system delivers expert controls and great color, right out of the box. It also integrates seamlessly with the optional Fiery Graphic Arts Package Premium Edition which combines expert tools for managing color, proofing, and controlling workflow.

Making printing easier than ever.

This Fiery Color Server features EFI's renowned Command WorkStation®, available in both Windows® and Macintosh® editions, for unmatched local and remote control of digital print jobs. This software supports multiple operators simultaneously through a unified workspace, linear workflows, and WYSIWYG interfaces, helping to streamline operations for users with varying levels of expertise.

Features that automate workflow.

With this Fiery Server you'll have Hot Folders and Virtual Printers that reduce repetitive tasks, waste, and errors. EFI Impose™, a WYSIWYG imposition application, provides fast, accurate processing of the most complex booklet, n-up, and gang-up routines.

Make variable data printing a snap.

Industry-leading technology enables this color server to process VDP files and drive print engines at their full rated speed. Variable objects are RIPped only once and can be stored and re-used. Users can choose any authoring tool, work with familiar databases, and be assured of compatibility with a wide array of VDP languages, as well as proprietary languages.

Prioritize, streamline, and boost productivity.

The advanced queue management capabilities in the Fiery give the power to re-prioritize last-minute jobs with little interruption and downtime, enhancing productivity and improving profitability.

The optional Compose provides make-ready tools and an advanced WYSIWYG user interface to improve document verification, speed up composition, and enable less-experienced operators to perform complex document functions.

Segment D3: DocuColor 700 Color Production

Xerox 700 Digital Color Press



Benefits

- ✓ *Grow your digital printing business by expanding your revenue opportunities and reducing costs*
- ✓ *Enter the production printing market or boost your in-house color production with robust capabilities*
- ✓ *Reduce costs with the first true production-capable printer that makes it easy to get started in digital production printing*
- ✓ *Flexibility to produce a wide variety of applications—on both coated and uncoated paper*
- ✓ *Enable highly efficient, profitable digital printing by integrating with the Xerox FreeFlow™ Digital Workflow Collection*
- ✓ *Five color servers and a wide assortment of feeding and finishing capabilities provide a perfect fit for your business model*

Key Applications

- ✓ *Coated saddle-stitched booklets*
- ✓ *Catalogs*
- ✓ *Manuals*
- ✓ *Tri-fold brochures*
- ✓ *Bi-fold mailers*
- ✓ *Variable print postcards*
- ✓ *Direct mail*
- ✓ *Photo specialty products, including photo books and calendars*

The Xerox 700 Digital Color Press (Xerox 700) is a production printer that prints at up to 70 pages per minute in color or black and white. It has robust production features such as coated paper handling, heavyweight media support, and feeding and finishing options at an affordable price. The DC700 offers the best value for the cost in the industry today. It provides the optimal short term spend while providing the shortest payback and highest return on investment. The Xerox 700 provides an affordable way to start building or expanding a digital printing business, especially for in-plant operations, quick printers, commercial printers, creative agencies, photo specialty retailers, and departmental environments. This system will enable government entities the ability to control costs and increase value to the end users.

Xerox offers five color server options: Xerox FreeFlow® Print Server; Xerox CX Print Server, Powered by Creo™; Xerox EX Print Server, Powered by Fiery™; Xerox Integrated Fiery Color Server, or EFI Splash RPX-iii Workflow Software with a variety of color management tools, workflow capabilities, and processing speeds to best fit your needs. The Xerox 700 integrates into existing workflows (e.g., DocuTech, DigiPath/FreeFlow Print Server, Prinergy, Brisque) while protecting past investments and avoiding staff re-training.

Product Highlights

- **Fast Print and Scan Speeds— with high duty cycles**
- **Exceptional Image Quality (2400 x 2400 dpi) – Produces smooth color sweeps, sharp, high-resolution photographs, crisp, clean text, outstanding gradients and fine detail with 1.0 mm front-to-back registration from all trays; adjustable profiles for front-to-back registration, skew, magnification and perpendicularity without placing a service call.**
- **Robust Media Handling – 64 -300 gsm with coated stock support**
- **Autoduplex Printing on Coated Paper – Up to 80 lb cover / 220gsm**
- **Inline Finishing – Including on coated paper**
- **Low Melt Emulsion Aggregation (EA) Toner – Create high value documents with a smooth, offset-like matte finish, outstanding shadow detail, and superior halftones with**
- **Finishing Capabilities – Stacking, multi-position stapling and hole punching, saddle stitch booklet making, and folding expand applications to include coated brochures, newsletters, direct mail, and manuals.**
- **Increase Productivity – With a paper capacity as high as 5,900 sheets of 13x19.2 sized paper with optional Oversized High Capacity Feeder**

- Complete CRU Strategy – Smart Kits address 80% serviceability (toner, drums, fuser, charge corotrons, waste bottle). Productivity is more than pages per minute. We reduce setup and maintenance time thanks to our SMart Kit customer replaceable units (CRUs) and custom paper profiles that enable "create once" registration, decurler, and fold instructions for frequently run jobs
- Protect Sensitive Data – With powerful security features including data encryption, IP filtering, disk overwrite, and password protection

The proposed color equipment has extensive color matching capabilities. Award winning color quality assurance tools include color matching, calibration, and profiling. The Xerox-EFI ColorWise toolset provides consistent and accurate color matching with expert controls. Engines with the new System 8 EFI based RIPs can be calibrated with a densitometer or spectrophotometer. The Optional Fiery® based Graphic Arts Package; Premium Edition utilizes the most advanced tools for color proofing and editing for comprehensive color management. Xerox recommends the utilization of the ES1000 spectrophotometer for accurate color (testing hue, saturation, density). This is superior to the use of a densitometer that measures only density. Further enhancements to color matching can be made via the "Spot On" matching system or Color Profiler. Spot on Color is a Pantone Matching system that allows Pantone colors to be replicated to precise standards based on tables created for the specific engine. Colors are easily adjusted to compensate for paper white point and machine differentials. All Xerox-Fiery systems have the Pantone calibrated seal of approval (ability to simulate PMS spots) and provide HKS, DIC, Toyo, and Spot inks support. The DocuColor 700 with EFI Color Server is one of the few systems to pass the Altona Test Suite which is considered to be the professional standard in the Graphic Arts industry. This means that it has passed the most rigorous testing for Color Standard Process Control in order to provide you with the most cost effective solution in the industry. One of the benefits to WCSD will be the ability to provide the best text and image quality in one page by honoring spot color and composite CMYK overprints from a single device. Please see the Fiery System 8 items (Competitive Advantage, What's New, and Compliance Guide) with Product Specifications materials.

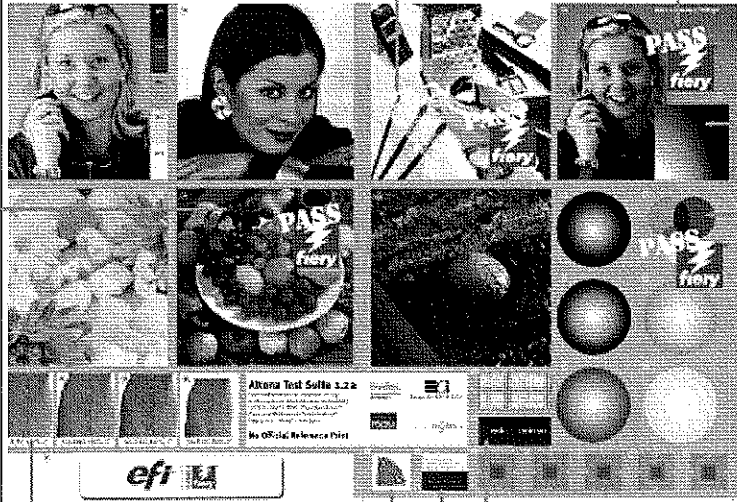
Fiery passes the test!



The Fiery server correctly interprets output profile intents. If a color is mismatched or a problem is detected, an "X" is indented in the pictures. See the fruit bowl or the spoon pictures in this document. Non-compliant RIP's show this intentional artifact.



Fiery correctly handles overprinting of both Spot colors and process colors, with the "Composite Overprint" feature. Non-compliant RIP's will show a small blue square in this image indicating that the RIP cannot overprint spot colors correctly. This could cause a problem with the integrity of the overall document. Gray vertical bars are another indication of mis-handling spot overprinting.



The Fiery server will optimize a low-resolution image to look like a hi-resolution image with the "Image Smoothing" feature.



Fiery correctly handles CMYK overprints as seen in this classic test of overlapping circles by using the "Composite Overprint" feature.



The Fiery PostFlight Report proves that the Fiery can identify the embedded color intent in order to help users select the correct ColorWise options.

The Fiery optimizes the output of the print engine by minimizing moire patterns as seen in the Fiery print.

Fiery RIP's cleaner edges using the "Text/Graphics Quality" feature providing cleaner crisper text and less blocking in converging fine lines as seen on the Fiery print.



Xerox EX Print Server Powered by Fiery® For the Xerox 700 Digital Color Press

Improve productivity, achieve outstanding color, and automate workflows

If you need a color server that fits in virtually any print environment, boosts productivity, cuts waste, and reduces repetitive tasks, take a look at the EX Print Server.

High performance assured

The EX Print Server's powerful architecture shortens turnaround times. Its production features allow it to RIP a new file, while printing another file, increasing the printing throughput. Bottlenecks are also reduced at the RIPping stage, so output is delivered quickly to the printing device, which increases productivity and saves time.

Consistent color across the board

You get expert controls and great color, right out of the box with ColorWise®, EFT's in-RIP color-management technology. It also integrates seamlessly with the optional Fiery Graphic Arts Package Premium Edition which combines expert tools for managing color, proofing, and controlling workflow.

Fully compliant with PDF/X-3

The ability to print composite overprints of CMYK and spot colors is one of the key features that makes the EX Print Server fully compliant with PDF/X-3 workflows and a great proofing system for press simulation.

Making printing easier than ever

EFT's renowned CommandWorkStation®, available in both Windows® and Macintosh® editions, supports multiple operators simultaneously through a unified workspace, and intuitive visual workflows, helping to streamline operations. Hot Folders and Virtual Printers reduce repetitive tasks, waste, and errors. EFT™ Impose, a WYSIWYG imposition application, provides fast, accurate processing of the most complex booklet, n-up, and gang-up routines.

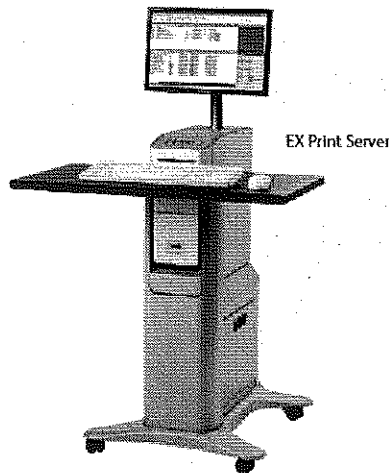
Make variable data printing (VDP) a snap

You can choose any authoring tool, work with familiar databases, and be assured of compatibility with a wide array of VDP languages, as well as proprietary languages. Process VDP files and drive print engines at their full rated speed.

Prioritize, streamline, and boost productivity.

The advanced queue management capabilities in the Fiery® give the power to re-prioritize last-minute jobs with little interruption and downtime, enhancing productivity and improving profitability.

For more information on the EX Print Server, powered by Fiery® for the Xerox 700 Digital Color Press, please contact your Xerox representative, call 1-800-ASK XEROX, or visit us online at www.xerox.com.



Make Ready Software

FreeFlow® MakeReady



FreeFlow

MakerReady

Benefits

- ✓ *Streamlines job set-up and late-stage editing for all production printing workflows with a single application*
- ✓ *Makes job preparation more convenient, more productive, and more accurate*
- ✓ *Packages complete document prepress activities in a single WYSIWYG environment to facilitate easy job programming and reduce errors*
- ✓ *Improves your responsiveness to customers – enables efficient late-stage editing to quickly handle last-minute requests*
- ✓ *Compatibility with Xerox high-volume production color and monochrome printers ensures your print workflow will have the highest overall productivity possible.*

FreeFlow MakeReady, a part of the FreeFlow Digital Workflow Collection, is a fully integrated suite of Xerox and third party partner products that streamlines labor-intensive make-ready operations. FreeFlow MakeReady empowers prepress operators with a wide range of practical, versatile capabilities to prepare jobs for production more conveniently, productively, and accurately. MakeReady consists of the following hardware for the client only: PC workstation and optional FreeFlow Scanner 665. FreeFlow MakeReady is the one product that can simplify prepress activities, streamline document composition, reduce errors, and allow print shops to offer variable data.

Product Highlights

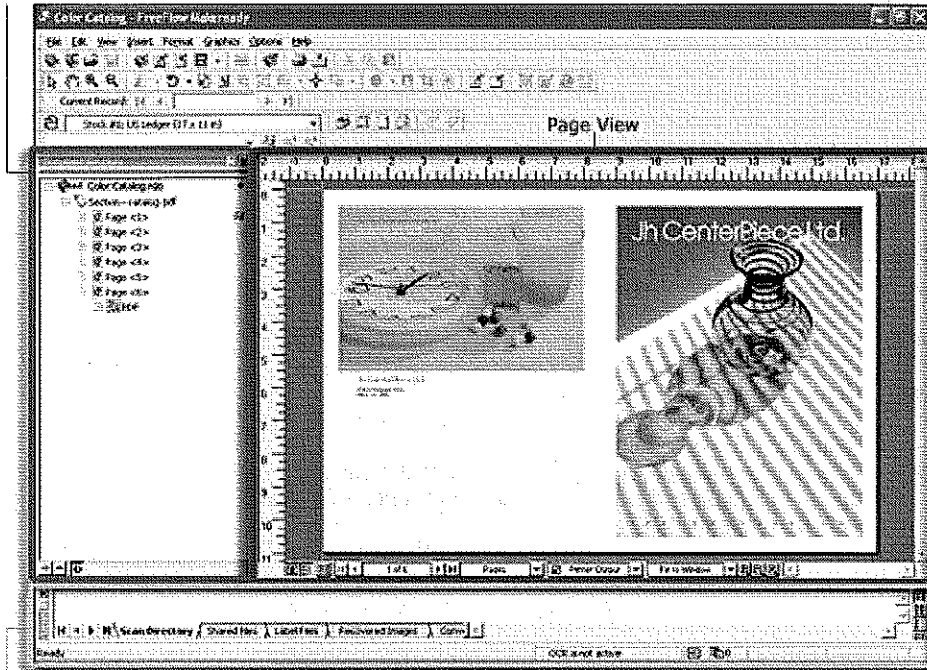
- Provides support for Specialty Imaging Text – Enhances security/fraud deterrence and adds value to documents
- Easy and intuitive user interface – For page layout, editing, and proofing; improves operator comprehension
- Document preview menus – Provides logical views of documents for printing pages or book layouts; simplifies the proofing and approval process
- Merge and import capabilities – Can merge documents, integrate hardcopy and electronic media, and import PDF files directly or convert to TIFF
- Comprehensive document editing features – Cut and paste, headers/footers, page numbering, and deskew/despeckle
- Imposition flexibility – Custom imposition for selective page programming to improve document accuracy and reduce errors and rework; cut and restack printed jobs into one copy of the document; retrieve content such as images, files, set labels, and data merge text files from a DocuShare repository and insert into an RDO in MakeReady for prepress processing.
- Electronic "Light Table" registration – Offers precise control over front-to-back alignment accuracy
- Set labeling feature (optional) – Easily adds variable content to documents such as covers, inserts, and slip sheets
- Copyright Management (optional) – Allows easy submission of copyright verification and requests to the Copyright Clearance Center while assembling the document; saves permissions for reprint, provides comprehensive reporting and tracking.

FreeFlow MakeReady is a sophisticated software suite loaded on a Windows XP operating system. This feature-rich and robust system enables all electronic pre-press activities such as hard copy scanning, import electronic files, and powerful editing at time of need. The WYSIWYG system makes the set-up of complex jobs simple. All paper selections, tabs, covers, media types/sizes, rotation, imposition, and scaling, etc can be applied and the Make-Ready workstation. If the file is a print ready file with no edit required; the quick print function will move the job to the printer and apply features via the production print FreeFlow feature or a print driver via Windows Print.

FreeFlow MakeReady Application is a Production interface used to build documents in preparation for printing.

Value: FreeFlow MakeReady provides you with an easy and intuitive user interface for page layout, editing, and proofing that minimizes training and reduces errors.

Document Structure Window



Directory Window

Because digital and printing technology is changing at an ever faster pace, print shops must move quickly to keep pace. FreeFlow MakeReady provides workflow automation that enables printers to leverage their existing processes with a solution that supports:

- Easy integration of hardcopy with FreeFlow Scanner 665
- Automatic generation of job tickets to save time and improve accuracy
- Decreased errors with drag-and-drop job composition
- Ability to see the effects of each keystroke with a WYSIWYG interface (WYSIWYG interface lets operators see the results of each action)
- Tabs made accurately and easily with advanced tab programming
- Ability to add variable data to enable document personalization
- Powerful imposition and light table registration features for books and manuals
- Ability to make changes late in the prepress workflow
- Automation of the time-consuming tasks required to get copyright permissions and track the royalties involved in course pack applications (option)

The FreeFlow MakeReady workstation is configured with the FreeFlow Scanner 665, which provides a high level of image quality, automatically and at production speed.

Key Benefits of the FreeFlow Scan 665:

- Productive scanning
- Optimized image quality
- Intelligent image technology
- Sophisticated image quality control
- Automatic document clean up features
- Preconfigured templates
- Paste/merge from clipboard or shared image files
- Convert PDF bookmarks to RDO tags
- Color enablement
- ICC Profiles

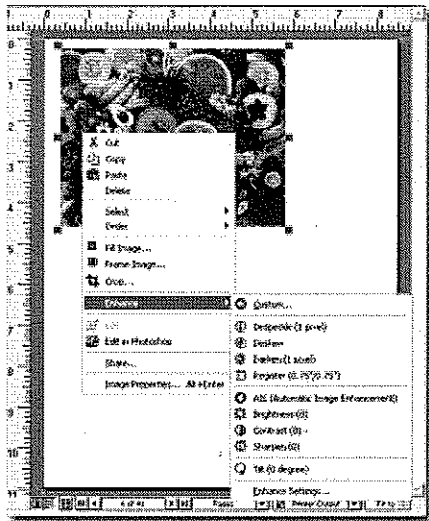
Key FreeFlow MakeReady Features and Benefits:

Editing - Image Enhancement

FreeFlow MakeReady users have an array of editing tools to assemble, edit, enhance, and repurpose documents. A variety of editing tools provides these capabilities to operators.

- Enhance images with automatic front to back alignment, despeckle/deskew, image registration and hue and saturation controls
- Import and edit color images
- Enhance images that are too light, too dark, or have poor contrast
- Add watermarks; merge items and annotations
- Perform trapping
- Resize or reposition images; flip or rotate images

Value: Because FreeFlow MakeReady provides a comprehensive set of software tools, the operator can perform late stage edits right in the FreeFlow MakeReady application, saving time and possible errors.

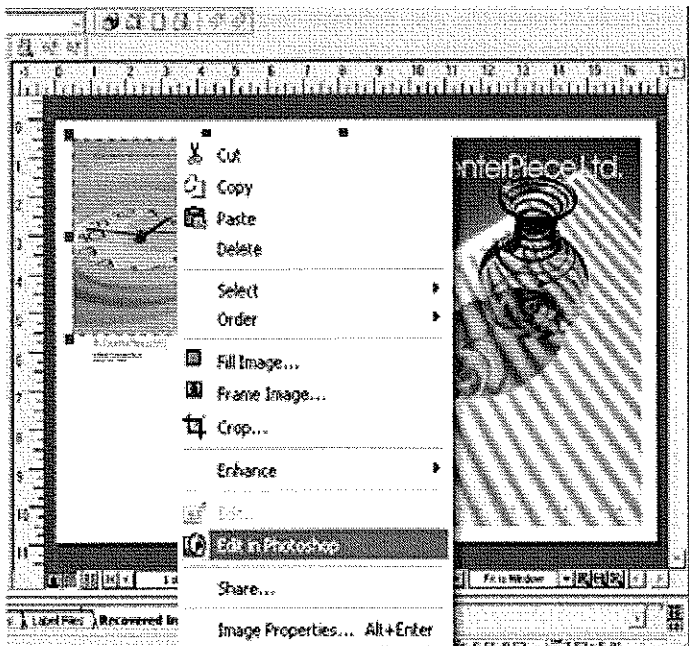


Full Integration with Photoshop

Adobe Photoshop™ can be used to enhance or manipulate scanned and imported images. Here's how it works:

- A photo in the document requires some complex editing (e.g., changing some colors, or moving or deleting an object in the image)
- The operator can make changes from within the FreeFlow MakeReady application using Photoshop
- Photoshop is fully integrated into FreeFlow MakeReady so, for example, the operator can track changes and 'undo' edits made with Photoshop

Value: Instead of having to go back to the customer, who would need to re-shoot the photo or make changes in the source file using a separate graphics editing application, the operator can make changes from within the FreeFlow MakeReady application.



Document Assembly

Operators use the Document Structure window to build documents.

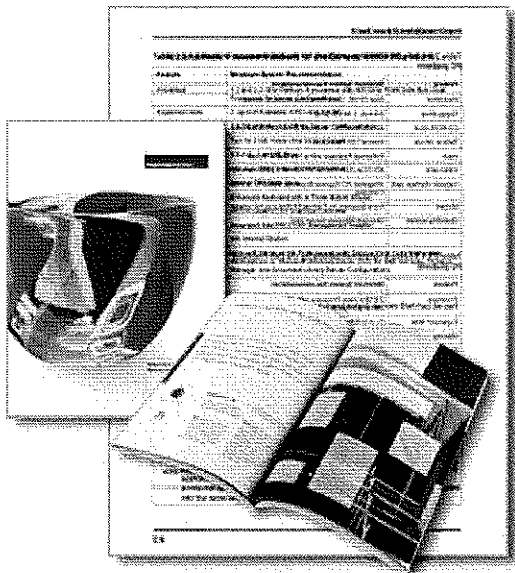
- The Document Structure window displays the sequence and hierarchy of document components.
- Each type of document component is depicted with a unique icon.
- Operators have instant access to any document component with just a click of the mouse.
- It's easy to make edits to text and graphics on individual pages, or to move, delete and add pages to the document.

Value: *Customers can assemble and manage a complex document created from a variety of file formats.*

Electronic Light Table

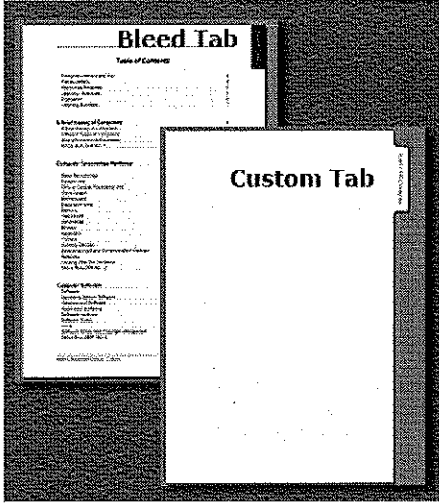
The Electronic Light Table feature offers precision control over front-to-back alignment. Operators actually "see through the page" and make adjustments easily, ensuring excellent, consistent registration. Customers in the commercial print and prepress arenas appreciate this feature with book publishing and newsletter applications.

Value: *The Electronic Light Table offers precise control over front-to-back alignment for a range of book publishing applications like booklets, catalogs, and manuals.*



Tabs

Value: The FreeFlow MakeReady Tab feature simplifies the printing process by making it possible to print the complete job without having to insert preprinted tabs or collate them in a separate offline operation.



Automated Tab Annotation and Programming

FreeFlow MakeReady also offers a range of options when it comes to programming tabs—features like: automated tab annotation, automated annotation tracking, bleed tab programming, horizontal tab programming, and tab sequence order selection.

Custom Tab annotation allows users to insert tabs with customized text. Users can specify the text, font, rotation, and orientation for each tab.

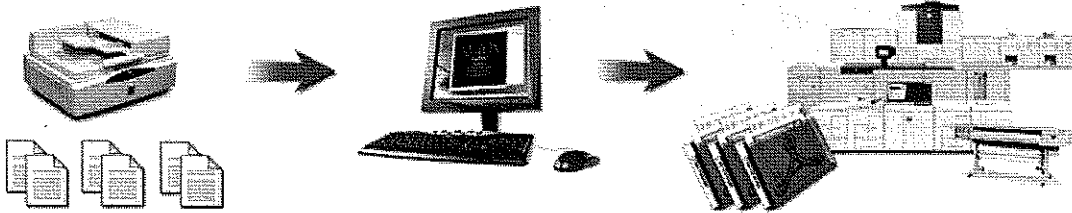
Xerox FreeFlow MakeReady is a fully integrated suite of Xerox and third-party partner products that empower prepress operators with a wide range of practical and versatile capabilities to prepare jobs for production.

Input

Build/Edit

Output

Value: Because FreeFlow MakeReady offers a comprehensive set of make-ready features, jobs can be completed more accurately and more quickly.



Value: Automating sophisticated tab production provides more options for customers who want to use tabs to organize content. For example, a customer can print on two-ordered stock paper and use unique annotation lists for each tab set. Customers have a great deal of control as to how the tabs can be programmed for printing

The FreeFlow Platform also provides the Common Printer Administration tool that enables all software modules to use the same print paradigm, tools, and processes from wherever they are in the FreeFlow environment. The customer site only needs to maintain one database of printer information. Previously, each user had to define printers for each FreeFlow application in use. For example, if a site had five users who each were using three FreeFlow applications, printer information would have been entered fifteen times across the site. With a common Printer Administration tool, this information is only entered once.

FreeFlow 6.0 provides the ability to integrate with commercial off-the-shelf repositories including: DocuShare (previously supported), SharePoint (previously supported in FX only).

FreeFlow MakeReady integration with each third-party repository supports:

- Retrieval of content such as images, files, set labels, and data merge text files
- Insertion of content into an RDO for prepress processing
- Printing and file capabilities including accessing multiple versions of a document and allowing management of renditions

Value: *FreeFlow MakeReady provides additional options for repository management to provide flexibility and integration with customer environments.*

Production Management Software

FreeFlow™ Output Manager

FreeFlow Output Manager, a part of the FreeFlow Digital Workflow Collection, is a server-based output manager that provides a single point of job management for network production printing. It addresses the needs of the publishing and print-on-demand environments. Using a Web-based GUI, FreeFlow Output Manager manages the flow of documents through the print environment more productively.

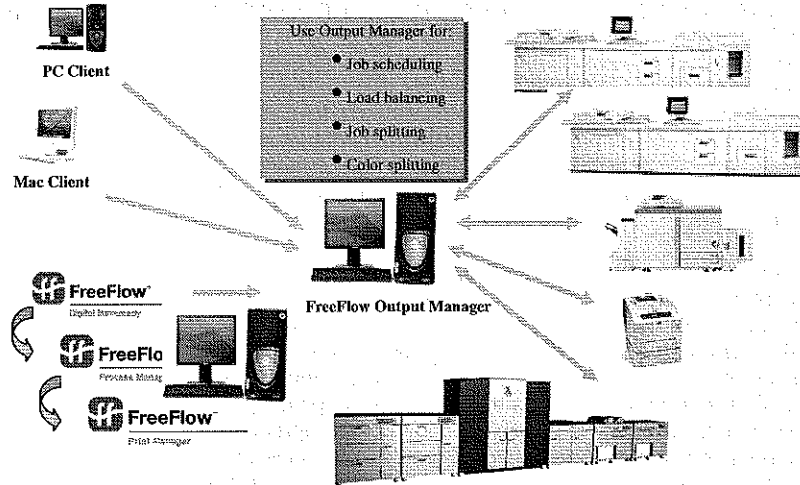
Strengths vs. the Competition

- ✓ Hot folders
- ✓ Job ticket creation
- ✓ Queue level management
- ✓ Attribute match
- ✓ Scripting of pre- and post-processing functions
- ✓ Splitting
- ✓ Queue scheduling and priority support
- ✓ Standard accounting service
- ✓ Does not require a dedicated stand-alone platform

Product Highlights

- Controls digital production printers – Effectively manages the flow of print jobs across multiple printers
- Input flexibility; accepts jobs from:
 - Job submission clients
 - Internet
 - Network PCs
 - Mainframes
 - Hot folders
 - Other FreeFlow products (MakeReady, Process Manager, Print Manager)
 - Formats supported: PostScript, PDF, PCL, TIFF, ASCII text. ASCII and XPIF job tickets support and pass through support of JDF job tickets
- FreeFlow Accounting Module – Provides a window to all account information across an entire FreeFlow Print Server/DocuSP-controlled printer fleet
- JMF Service – Provides enhanced communication of job status between all JMF-compliant modules in the print shop
- Load balancing – Increases throughput by processing jobs across multiple printers automatically
- Job attribute matching – Eliminates decision making by automatically routing jobs to the appropriate printer
- Job splitting – Based on color, copy, or page to improve productivity
- Scripting – Scripting of pre- and post-processing functions enables tighter integration and customization of workflows.
- Store and reprint options – Enable operators to quickly meet requests for direct reprinting and reprinting with modified job attributes—resulting in better customer service.
- Document management system interface – For DocuShare and Microsoft Windows SharePoint Services

FreeFlow Output Manager addresses the needs of the Publishing and Print-On-Demand environments and improves operator productivity with its robust management capabilities by automating and streamlining the production control process. Utilizing a Web-based GUI, Output Manager manages the flow of documents through production more productively than ever before. It provides a single point of control for all electronic printing enabling operations to monitor and manage all jobs with one easy-to-use GUI.



Output Manager includes job scheduling to meet tight production time windows such as first in first out, round robin, time scheduling, priority scheduling and attribute matching. Output Manager includes load balancing to address capacity and asset utilization requirements, such as job splitting, color splitting and copy splitting capabilities for robust cluster printing. To enable customization of workflow, Output Manager provides automated job characteristic matching to printers and event notification. Output Manager can be set up to automatically queue and distribute jobs with little or no operator intervention. Operators need only monitor the process, manage any conflicts, and change the priority of selected jobs, if desired. Easy job management tools enable operators to use a flexible Job Manager to change queues, modify job priority, provide ticketing, and control hold / release status. And the Job Proof option offers a review of the job prior to production.

Customer wait time is reduced through automatic job routing, efficient scheduling, and job splitting. The automatic job routing feature, along with efficient least-busy scheduling and job splitting all result in faster response time to customers. The store, reprint and resubmit options enable operators to quickly meet requests for direct reprinting and reprinting with modified job attributes. The Hot Folders feature provides customers with an easy way to submit jobs to a network-mapped folder, right from their PC. The Hot Folders can be customized to direct jobs to specific queues where default properties are assigned based on pre-defined user requirements. All of these factors will result in better customer service.

The Output Manager can also serve as a central repository for jobs and document data. Output Manager software is able to receive the job, designate jobs to printers based on attribute matching, split the job, schedule the job, submit the job to a controller queue for RIPping, and monitor the complete flow of jobs all the way to the output stage. It also provides full Web client control of jobs, printers, and queues. Any shop running three or more production printers can benefit substantially from the job management capabilities of Output Manager. Job Splitting can be based on copy count, page range, documents (job may consist of a number of documents), color, B/W, or an integrated color and b/w. By using software that enables multiple production printers to function as a single integrated system, print shops are assured of efficient production schedules and better use of existing resources.

The Output Manager server is positioned between job submission applications and the production printers and licenses an unlimited number of printers. Using a Web-based client, operators can easily monitor and control their print floor from any location connected to the Web. The Remote print shop control functionality enables access through a PC browser enabling print production to be monitored and controlled from remote offices or home locations. Output Manager also offers customers the ability to manage job processing via customized scripting. Pre and post processing scripts link workflow to the power of other applications. The user interface for each queue allows quick selection of pre-written scripts. In addition, the file structure and programming for Output Manager support the placement and use of scripts in job processing. Scripts can analyze each job file for attributes and transform the files or add data based on those attributes. Furthermore, scripts can solve unique problems: transform files, add variable data, combine documents, send completion emails, track production data, etc.

Operators can use Output Manager to exercise complete control of job scheduling and printer selection. With its job scheduling, load balancing, and job-splitting features, Output Manager can ensure that jobs are sent to printers that are available for duty and appropriately sized for the job at hand. **Output Manager offers several desirable features that are not available with many other solutions in the industry today such as hot folders, queue level management, queue scheduling and priority support, attribute matching, scripting of pre and post-process functions and job splitting.** Even a "lights-out" approach is possible, enabling the Reprographics Center to schedule jobs and printers without any operator intervention. FreeFlow Output Manager enables improved flexibility, faster turnarounds, higher productivity and it ensures the best in asset utilization and capacity planning. Furthermore, the FreeFlow Output Manager full job ticketing capability (automatically) including JDF support.

Output Manager supports the following Xerox families of printers, as well as generic LPR and IPP printers: DocuTech, DocuPrint, DocuColor, Nuvera, Xerox 4110, Xerox 4112/4127, Document Centre and WorkCentre including DocuSP, Fiery and Creo Digital Front Ends (DFE's). Output Manager fulfills all of the requirements requested within the RFP on a fully automated basis.

The Xerox FreeFlow Print Server with DocuSP Software also enables Queue Management on each individual printer with this DFE/RIP. The Queue Manager window displays all the queues available on the printer. Think of each queue as a virtual printer with unique characteristics defined when the queue is created. The queue list displays the name, priority, and job acceptance and release status for any queues available on the system.

Queue Management involves creating and enabling queues to receive jobs to help manage the flow of jobs through the printing system. Queues allow you to manage jobs by:

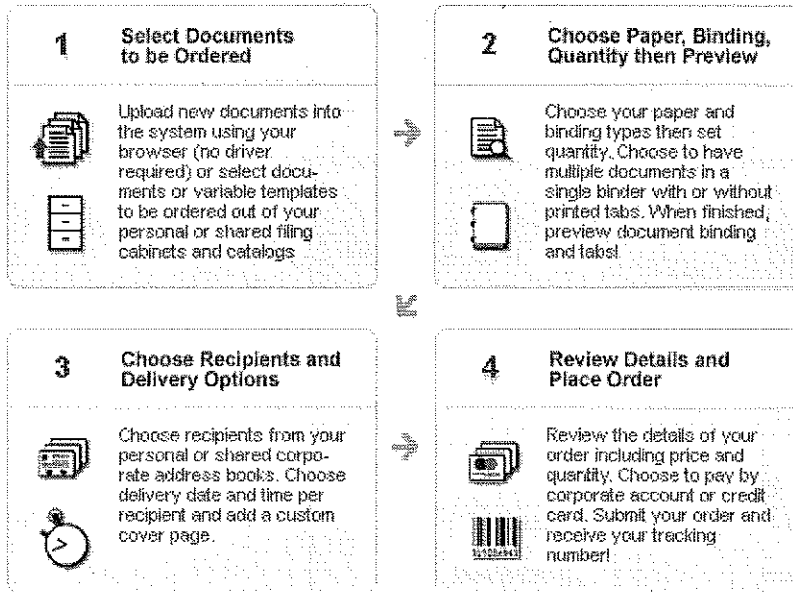
- Controlling when to accept jobs from the network or host.
- Controlling when to release jobs.
- Defining default parameters (like 1- or 2-sided) for jobs.
- Overriding job parameters.
- Feeding from a specific tray rather than specifying a paper stock (generally used for LCDS jobs).

Simple Online Submission Software

NowPrint ASAP

The NowPrint® platform enables printers to extend their products and services to customer's desktops over the web. With its print preview technology, the best PDF conversion engine on the market and a WYSIWYG document builder including tabs, NowPrint helps organizations retain their existing customers, win new customers, and decrease costs through automated production and business management tools. The NowPrint® application is the fully featured application which can be deployed either as a licensed software product (customer hosts the technology) or as a service/subscription (NowDocs hosts the technology). The NowPrint platform has been operationally successful in the marketplace since 1999, scaling between the smallest community college In-Plant to the largest retail print providers in the industry.

Using the NowPrint platform is as easy as 1, 2, 3, 4



NowPrint Core Advantages

Platform Advantages

The print industry is obviously in a state of flux – there are no signs of settling any time soon. A web-to-print solution has to be sitting on the right fundamental architecture in order to grow. The NowPrint architecture is a true ASP (Application Service Provider) built from the ground to host and manage large scale deployments with thousands of users and hundreds of print centers.

Print Purchasing Advantages

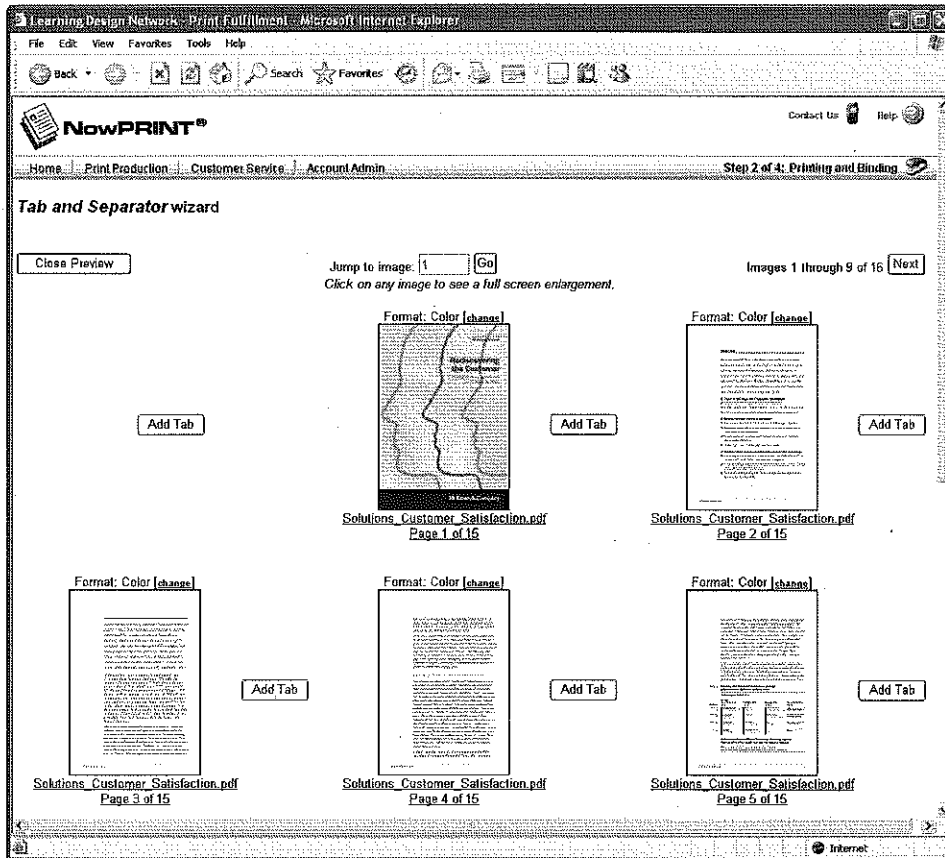
What causes you the most operational delays? Reliable file delivery - NowPrint has the industry's best server side PDF conversion engine; scalable, accurate, and fast, with a per page preview as part of the dynamic document builder. Provide access to the PDF and the native file at the print center. Print products are not all alike; e-commerce of print products has to be configurable. NowPrint allows you to create custom workflows (e.g. 2-step catalog order workflow vs. 4-step document upload workflow). Extensible and configurable workflows enable you to grow as new print products evolve.

Print Production Advantages

The NowPrint platform is output engine agnostic. We provide print-ready PDF's and access to the native file for output on any output device. We can send Xerox XPIF, JDF, KDK, PDF and PostScript. We also have the ability to configure the communication method to the output device (UNC, LPR, or FTP).

Administrator Advantages

The NowPrint Platform allows granular segmentation of your customers. You control the NowPrint Master Account where you can set defaults and determine global settings. Under the Master Account you can create unlimited Corporate Accounts which in turn can have unlimited Groups and Users. The segmentation of your customers allows you to provide unique e-commerce applications for your diverse customer base including unique URLs, pricing, and production selection.



Customer is provided with a document preview at the page level, including production instructions and dynamic tab creation.

The screenshot shows a web browser window displaying the NowPrint website. The page title is "Conversion Results" and it lists documents that have been successfully converted. The table below summarizes the data shown in the screenshot:

Name/Description	Type	Page Size	Pages	Preview
NowPrint ASAP Brochure_v1.0.indd	Adobe InDesign	Letter	2	
Preview Icon Sizes.psd	Adobe Photoshop	Custom	1	
04_Branding.ai	Adobe Illustrator	11 x 17	1	
Solutions_Customer_Satisfaction.pdf	Adobe PDF	Custom	15	
NowPrint ASP_Outline_Business Spec.docx	MS Word	Letter	1	

Below the table is a "Continue" button. At the bottom of the page, there are links for "Legal Statement" and "Privacy Statement", and a copyright notice: "Copyright 2005-2008 NowDocs Inc. All Rights Reserved. U.S. Patent 6,815,284".

NowPrint's PDF File Conversion Engine enables your customers to provide print-ready PDF's from the latest applications.

Deployment Options

- NowDocs Hosted (ASP) / Software Subscription Model.

Product Workflows

- Documents via File Upload with online specification and pricing.
- Document Libraries (per customer), including fulfillment/warehousing (pull from inventory).
- Personalized Products including both versioning (single record) and personalization (multiple record).
- Adobe PDF JobReady - print driver initiated e-commerce.

E-Commerce Options

- Dynamic pricing including component based price calculations, set pricing, customer specific pricing.
- Credit card transaction support through PayPal's PayFlow Pro, requires the printer setup a merchant account.
- Regional tax settings, tax nexus settings (where you do business), calculates based on ship to address.

Digital File Handling

- Select and upload multiple files at once, customers get clear communication about upload progress and PDF conversion progress.
- Automatically detects source application, page size, and page quantity.
- Industry's best PDF Conversion Engine - supports the latest native application versions (MS Office 2007, Adobe CS2), and .ZIP files!
- Personal File Cabinet (users) and Shared File Cabinets (groups).

Production

- Manage orders via system dashboard – easily enabling a snapshot of current production
- Output automation using Xerox XPIF, JDF, KDK, or Postscript.
- Easily transfer orders between print centers for engine optimization.

Business Management

- Cost calculation at the item level - compare price vs. cost at item level.
- Inventory tracking of your items (supplies: paper, finishing, etc...).
- Manage your vendors for purchasing and outsourcing.
- Track and manage Purchases Orders (POs).

The **NowPrint** application is the fully featured application which can be deployed either as a licensed software product (customer hosts the technology) or as a service / subscription (NowDocs hosts the technology). The NowPrint platform has been operationally successful in the marketplace since 1999, scaling between the smallest community college In-Plant to one of the largest retail chains in the industry.

Platform / Administration (highlights)	
Core Platform: NowPrint ASP.NET	NowPrint ASP.NET platform Operationally successful since 2000 Scalable, distributed services, extensible
NowPrint Architecture	The print industry is obviously in a state of flux - there are no signs of settling any time soon. A web to print solution has to be sitting on the right fundamental architecture in order to grow. The NowPrint architecture has had operational success at the smallest Community College and one of the largest retail chains - same platform, same architecture, no one-off coding that can't be supported or scaled.
Deployment Models	NowDocs Hosted (Subscription Service/ASP) OR Customer Hosted (Software License)
Customer Segmentation	Allows segmentation at multiple levels: Master Account / Corporate Accounts / Groups / Users. Enables you to clearly and easily segment your customers including unique URLs for each Corporate or Organizational Account.
Integration / Customization	NowPrint's Core Platform is open and extensible - we have successfully integrated with authentication systems, financial systems, print management systems, and inventory systems. Integration can be manual (export/import), scheduled, or real-time extending NowPrint's Data Bridge architecture.
Print Buyer Workflow (highlights)	
Patented PDF Converter	What causes you the most operational delays? Reliable file delivery - - - NowPrint has the industry's best server side PDF conversion engine. Per page preview, distributed services, scalable, accurate, and fast. Provide access to the PDF AND the native file at the print center.
Tab Builder	The industry's best web based tab previewer and complex document previewer.
Configurable Workflows	Print products are not all alike; e-commerce of print products has to be configurable. NowPrint allows you to create custom workflows. Extensible workflows enable you to grow as new print products evolve.
Fulfillment / Warehoused Product Ordering	Offer products that are "held in inventory" NowPrint deducts from inventory, alerts customers when back ordered, triggers re-orders at pre-determined levels.
Multiples: Files, Documents, Jobs, Recipients, Shipping, Quantities	Easily upload, combine, configure, and ship to multiple recipients via the NowPrint interface.

Print Production (highlights)

Production Automation (Output Engine Agnostic)	File Type Support: Xerox Xpif, JDF, KDK, PostScript. Ability to send files using any one of the following: UNC, LPR, or FTP
Order routing	Easily move orders between NowPrint Print Centers.
CSR View	A search driven view of the production queue enables you to easily find and manage orders.
Post Order Adjustments	Make any adjustment post customer order, auto alert customers, adjust pricing and job ticketing.
Shipment tracking / Order Status	Enable customers to click on shipping carriers tracking URL's from within NowPrint Order History.

Print Management (highlights)

Dashboard / Reporting	View the current state of total orders, orders in progress, revenue, and users.
Inventory tracking	Track your raw materials (paper, binding supplies, etc...) by item name, unique SKU, set re-order limits and alerts, track vendors.
Purchasing Management (P.O.s)	Create and manage purchase orders for both raw materials and outsourced work.
Vendor Management	Create and manage your vendors.
Cost Tracking	Track costs at the NowPrint item level (every component of a job). See price vs. cost comparisons, report on profitability.

Now Print Customers include:

- Microsoft
- Office Depot
- Enterprise Rent a Car
- Michigan State University
- UCLA
- AT&T
- Penn State
- Wachovia

Advanced Online Submission Software

RSA's Web CRD



Rochester Software Associates, Inc.
Integrated. Workflow. Results.

Advanced Online Submission Software

WebCRD Pro release 7.0

WebCRD Pro is an enterprise solution that enables job submission, management of workflows, and drives production from submission through printing, finishing, and shipping. WebCRD Pro is available as a stand-alone product that includes the Reports, Workgroup, and Production modules and allows "proxy ordering" and "approval authority" features.

Configurable login page

The Login page is the first page that users see when accessing WebCRD. Messages, graphics, and colors on this page can now be configured in administrative tools for specific sites such as the satellite print shops.

Portal page

The Portal page provides an easy way for users to locate items to order from WebCRD. This Portal page displays targeted links and information based on users' group membership permissions. Advanced searching capability is also available from this page. The Portal serves as a gateway to features within WebCRD and can be tailored to order placers.

Reports

Simplify chargeback, cost allocation, and implement management tracking/planning with data extract reports spanning user defined timeframes. Use the Reports function to create production activity reports about orders for all WebCRD users. Use the Reports function to create reports about your orders, in either spreadsheet (CSV—comma separated value) format or XML format. Spreadsheet-format reports can be opened directly in Microsoft Excel, Access, or in any other application that can read a CSV file. XML format reports are displayed in the browser window. For Enterprise-wide reporting, upload the extracted file (CSV or XML) into your Oracle, PeopleSoft, or ERP system

The seven reports available are:

1. Order Recipient Item: contains details about recipients and items (new in v6.2).
2. Order Summary: contains summary information about each order, such as total number of documents and total order cost.
3. Document Summary: contains summary information about each document, such as the number of pages, and per-document printing cost.
4. Order Details: contains details about each order, including recipient and shipping details.
5. Document Details: contains details about each document.
6. Chargeback Report: contains billing details when split billing is enabled.
7. Production Job Summary Report: contains information about each print production job (each file that is printed).

Workgroup

Enable your online catalog with controlled access for each document to authorized users. Simplify and control standard document and form reporting with controlled access for defined user groups. Extend control through proxy ordering, allowing authorized users to place an order on behalf of another user while tracking who did what. Enable designated approvers to review/modify/approve orders for specified users with Approval Authority.

Proxy Ordering

Authorized users may place an order on behalf of another user.

Form/Catalog Ordering

Use WebCRD Form Order to order existing standard forms, documents, and other items quickly and efficiently, using default values for shipping and billing information. You can also order these items using Shared Archives in Fulfillment, which enables you to make changes to the default shipping and billing information. You can search for items to order by item name, by form number, and by metadata fields (if configured at your location).

Approval Authority

WebCRD Pro (as part of the Workgroup module) includes an approval authority capability, which customers may choose to activate this capability in order to closely monitor and approve jobs on an individual basis, enabling designated Approvers to review/modify/approve orders, including content, for those users assigned to their Approval Group. Designated approvers have the authority to approve, modify, or disapprove orders for defined groups of users. Content may be viewed and verified. Approval thresholds may be set, so as not to overburden the approver with many small value orders. Email notifications alert approvers when orders are pending, in order to facilitate rapid review of all orders designated as pending approval.

Production Module

WebCRD Production streamlines print production by automatically creating printer job tickets from customer-supplied information. Production operators using WebCRD submit the job and job ticket directly to the created printer queues. Jobs can be managed, tracked, and moved through each stage in the production process – and in the end, being able to report on the activity for validation of service level Commitments.

Print Production has been enhanced with a Dashboard page that provides an overview of orders and jobs in production. The Dashboard Summary page displays configurable categories which summarize the orders/jobs currently in Print Production. This enables you to easily view your workload for various categories (such as orders requesting Standard 20 paper or B/W printing).

AutoFlow WebCRD can be configured to automatically flow orders that match specified characteristics through the default print production steps and, if desired, automatically assign jobs to printers to start printing. You can set up as many AutoFlow rules as needed to control the flow for specific users or for all site users, based on as many conditions as desired (control rules are site-specific).

AutoFlow enables you to customize and streamline the print production workflow. Typical scenarios are described to help you understand how AutoFlow can be used at your print center.

SurePDF Adobe's PDF JobReady™

RSA supports SurePDF as the preferred workflow submission method. A user can be assured that when using SurePDF their files contain all the necessary resources, all in a high fidelity print ready PDF. The SurePDF workflow based on Adobe's PDF JobReady™, produces the most accurate PDF for online submission of print jobs to a print center. With SurePDF, customers can "Print to WebCRD", just as if they were using a Windows or Macintosh print driver to print to a local printer. SurePDF automatically creates an Adobe PDF on the user's computer, producing a PDF with the user's resources (source application, version, fonts, etc.).

The user is provided with a proof for immediate viewing and acceptance prior to job submission.

The SurePDF print driver is deployed via download to individual user's workstation similar to a printer's print driver and is unlimited for the number of downloads.

CentralPDF provides server-based conversion of supported native format application files to Adobe PDF for submission to a print center via WebCRD. CentralPDF is typically installed on a standalone server PC. Approximately 165 native format file types are supported for conversion without the native application installed on the CentralPDF server; an additional 30 file types can be converted if the native application is installed on the CentralPDF server. Your customers upload native-format files to WebCRD, which are then sent automatically to the CentralPDF server for conversion to PDF. Customers can view an accurate and reliable PDF proof before placing the order. You determine which native format file types to accept for upload from customers and send to CentralPDF for conversion.

Enterprise Login

An Enterprise that has invested in LDAP, Active Directory, SiteMinder or Windows authentication servers can use Enterprise Login to manage WebCRD access. The WebCRD Enterprise Login module enables automated real-time login (authentication is against an existing LDAP-compliant server). Users need only remember one login ID and password in order to access many corporate applications, including WebCRD. Some WebCRD Enterprise Login deployments may require additional customization, depending upon site-specific variables such as security requirements, etc. Currently only supports a single LDAP server. NOTE: If the Enterprise requires SSL-based Secure LDAP (i.e. LDAPS) communication, the customer must provide and install their own server-side SSL certificate from a third party certifying authority.

Job Cost Estimating

Using JCE, jobs can be priced by any number of factors, including (but not limited to) job type, impression count, paper stock, plex, binding, folding, and finishing. Pricing for any item may be multi-factor; that is, a price for coil binding might include setup, per copy, and per sheet price factors. Discounts can be flexibly and easily applied to specific job components according to your business needs. Pricing may also be configured to reflect the requested turn-around-time (surcharge for rush jobs, discount for longer lead times).

WebCRD Installation RSA uses a proven remote installation methodology, whereby RSA personnel work with Xerox and UT personnel to complete the "WebCRD Install Planner" to provide all site-specific information (i.e. networking, printers, physical space) in advance of shipment. RSA will send the preconfigured WebCRD Sun server to the customer, where it will be unboxed, set up, and connected to the customer's network. An RSA Field Engineer will access the server securely (usually via SSH) and complete the system configuration and testing. Three days of on-site workflow support by an RSA Customer Support Engineer after initial installation is included in the quote. This should be all that is required to successfully install, train and launch WebCRD to the user community.

WebCRD Training Initial WebCRD Training is provided to operators, administrators, and train-the-trainers. Up to three total sessions are delivered remotely, utilizing online learning tools and support collaterals. For all customers actively covered by a WebCRD support agreement, refresher training is available, as needed, for existing or new operators and system administrators.

The WebCRD Pro Product includes training on the following modules for each installation of the product.

Session 1: Fulfillment and Production Audience: Attendees should be the Train-The-Trainer, print shop personnel, and administration users.

Content: This will give a full view of how orders are placed and moved through to Print Production.

Duration: This session takes approximately 2 hours. It is expected that attendees will place up to 10 orders in Fulfillment and push jobs through the Production screens within a few days of the training.

Session 2: Administration and Group Privileges,

Audience: Attendees should be medium level administration personnel.

Content: This session is designed for those maintaining user permission's, pricing and overall basic administration of the system.

Duration: This session takes approximately 2 hours. Fulfillment and Production training should occur prior to this session.

Session 3: Advanced Administration and Groups

Audience: Attendees should be high level administration personnel that are responsible for configuring the look and feel and maintaining the imports of documents and users.

Content: We will look at how to personalize your system, run the import, and operate the housekeeping functions

Duration: This session takes approximately 2 hours. Fulfillment, Production and Administration training should occur prior to this session.

Session 4: Train-the-Trainer

Audience: Internal Trainers who will train the end users

Content: We cover the Fulfillment module in detail, relaying pace, order and tips and tricks for teaching

Duration: This session takes approximately 1 - 1 1/2 hours. This session can occur any time after Fulfillment training.

Session 5: Rollout Planning

Audience: Decision makers

Content: Where do you go from here? Best tips and practices of how to roll out to your organization. This session can be started at any point. We mediate your meetings and help suggest where you move forward

Duration: Could be 1 or more conference calls. This session could occur simultaneous with any or all training sessions.

WebCRD Server Platform Specifications

Sun Server with RAID Level 1 Redundant Storage pre-configured and installed at customer site, with scalability via multiple dual core X64 processors, more memory, and storage. Add RAID 5 or business continuity Disaster Recovery capabilities if your needs require RSA's turnkey delivery minimizes IT involvement.

WebCRD Client Operating Environment Requirements*

WebCRD is a browser-based application that is compatible with both Windows and Macintosh computers. The WebCRD application has been optimized to work with the following operating systems and web browsers.

Platform	Browser	Additional Software (to view proofs)
Windows XP	Internet Explorer 6.0 and higher Firefox 1.5 and higher	Acrobat or Adobe Reader 5.0.5 and above
Macintosh OS X	Safari 1.03 and higher Firefox 1.5 and higher	Acrobat or Adobe Reader 6 and above

Updated 06/07

SurePDF Software Requirements*

WebCRD with SurePDF has been optimized for these operating systems and Web Browsers.

Platform	Hardware Requirements	Additional Software
Windows XP	128 MB RAM 50MB disk space	Acrobat or Adobe Reader 5.0.5 and above Internet Explorer 6.0
Macintosh OS X 10.2.8 and higher	128 MB RAM, 60MB disk space	Acrobat or Adobe Reader 6 and above Safari 1.1 and higher, 1.2x preferred
SurePDF driver for Mac OS X currently does not support 10.5		

Xerox Awards for Groups C & D

Bertyl's Best 2005 – Nuvera

Better Buys for Business (BBB) 2007 Editor's Choice – Nuvera EA

Better Buys for Business (BBB) Editor's Choice 2007 and 2008 - DocuColor 242/252/260

Office Products Analyst (OPA) DocuColor 242/252/260 Ranked Highest

Buyers Lab (BLI) 2007 Pick - DocuColor 242/252/260

Bertyl – Exceptional Certified 5 Start Award – DocuColor 260

DocuColor 700 Must See Em Award at Drupa

DocuColor 700 – ProPrint's Product of the Week

JDPA – JD Powers Service (3 Years in a Row!)

Now Docs - Forbes Best Of The Web, CIO Web Business 50-50 Award Winner for Online Excellence

RSA – Two Time Winner Best of Show at On Demand

Link for Product of the week <http://www.proprint.com.au/Review/127459.xerox-700-digital-color-press.aspx/2>

Link for the NowDocs Awards http://www.nowdocs.com/Co_Awards.aspx

Appendix C: Universal Print Drivers

Xerox print drivers lauded for simplicity and ease-of-use

Two print drivers introduced by Xerox Corporation in 2008 earned a "Technological Innovation Award" this month from Industry Analysts, Inc., a market research firm specializing in office automation.

Industry Analysts praised the Xerox Global Print Driver and Mobile Express Driver print drivers for simplifying printing management for IT departments and making it easier for workers to print from multiple locations. The drivers' ability to support competitive printing devices, as well as nearly all Xerox printers and multifunction printers (MFPs) played a key role in the award selection.

The beauty of technology is when it makes things simple. The Xerox drivers work regardless of printer manufacturer, plus you don't need to spend all kinds of time setting them up. Xerox has made the whole process seamless.

With the Xerox Global Print Driver, IT administrators don't have to install specific drivers for every printer and MFP they deploy. As a result, installation and management is simplified and management costs are lowered. In addition, IT administrators can pre-configure default settings before distributing them to users. Unlike competitive drivers, the Global Print Driver supports both Xerox and non-Xerox networked products that use standard PostScript, PCL 5 and PCL 6.

This award underscores Xerox's dedication to delivering real-world solutions that help our customers simplify their processes, become more productive and improve their bottom line. Providing these **free print drivers** are just one way Xerox continues to stay ahead of the technology curve and anticipate the needs of our customers.

For mobile workers in a large campus or on the road, the Xerox Mobile Express Driver lets them print to any available printer or multifunction printer on a network – whether it's a Xerox printer or not. To use the Mobile Express Driver, users simply plug into a network, pull up the intuitive pop-up print screen that automatically identifies all the available printers on the network, pick a printer, and click 'print.' Once a printer or MFP is chosen, it is saved in the user's list of "My Printers" making it even easier to find and use in the future. With the Mobile Express Driver, gone are the days of bothering IT managers or office strangers for help connecting to a printer.

Please review the Universal Print Driver White Paper in Appendix I.

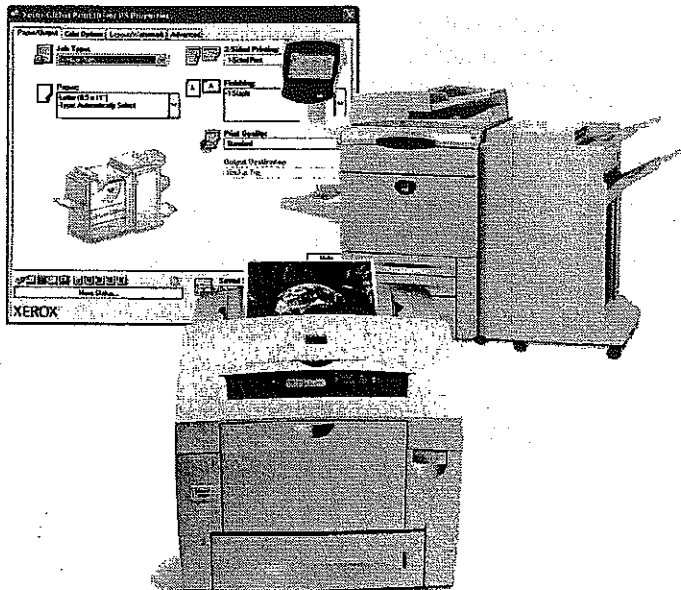


Xerox® Global Print Driver™

Powerful universal driver simplifies printer management

Xerox® Global Print Driver™ manages Xerox and non-Xerox printers on your network with a single universal driver, dramatically simplifying enterprise printer management. IT managers can quickly and easily add and update printers without reinstalling and requalifying individual print drivers.

Best of all it's free, from Xerox.



Streamlines driver management

- Lets IT managers qualify, deploy, and manage all print devices on the network using a single driver.
- Greatly simplifies replacing or updating network print devices: Just plug in the new device and give it the same IP address as the old printer (or redirect the port). The Xerox Global Print Driver automatically discovers the device and updates users' feature options. No requalification or reinstallation necessary.
- Automatically associates a new device with the appropriate print queue.

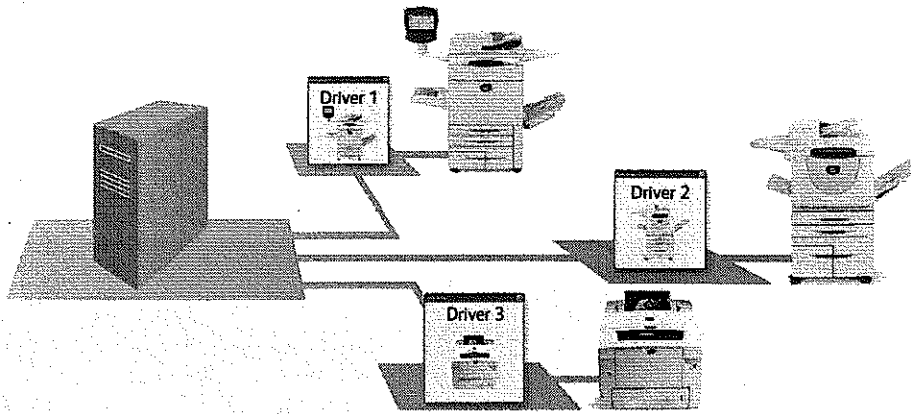
Reduces IT costs

- Fast and easy installation of new devices improves IT efficiency.
- Truly universal; supports Xerox and non-Xerox printers, PCL and PostScript.
- Lets IT establish global application print settings such as mono-chrome-only or duplex printing, improving control over printing costs and promoting green initiatives.
- Reduces end-user training and support costs.

Improves end-user experience

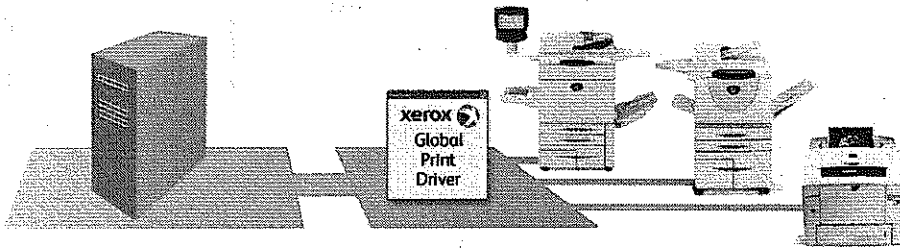
- Quick installation; users can immediately use the driver without requiring IT assistance.
- Users see real-time printer status from a single, familiar interface, reducing the need to offer training when new devices are deployed.
- The user interface shows most-used features on the first tab, so users can easily find and select printer options.
- Lets users save personal settings for each printer and application.
- Available in 25 different languages.

Xerox Global Print Driver



Traditional Print Drivers: The "One Driver: One Printer" Model

Most enterprise networks employ print devices from many manufacturers, each requiring its own driver. Typical "universal" print drivers are proprietary and may not even support all the manufacturer's products, doing little to consolidate the vast array of drivers on today's diverse networks. Too many drivers on a network can cause print server conflicts, slow technology updates and delay disaster recovery. Qualifying, installing and managing all these drivers, moreover, can drain IT resources and increase support costs.



Printing with Xerox Global Print Driver

The Xerox Global Print Driver (X-GPD) reduces the burden of network printer support for IT administrators by providing broad device support in a convenient, single driver package. It works with virtually all Xerox-branded printers and multifunction printers (MFPs), and also supports non-Xerox devices that implement print features using compliant PostScript® and PCL. X-GPD greatly reduces the time and effort required to deploy and upgrade print drivers on a network.

Call today. For more information, call 1-877-362-6567 or visit us at www.xerox.com/global

© 2008 Xerox Corporation. All rights reserved. Contents of this publication may not be reproduced in any form without permission of Xerox Corporation. XEROX®, Global Print Driver™ and the sphere of connectivity design are trademarks of Xerox Corporation in the U.S. and/or other countries. Adobe® and PostScript® 3™ are registered trademarks or trademarks of Adobe Systems, Incorporated. PCL® is a registered trademark of Hewlett-Packard. All other trademarks are the property of their respective manufacturers. The information in this brochure is subject to change without notice. 11/08 610P729737A SFTBR-15UB



Xerox Mobile Express Driver Quick, easy printing wherever you go

This breakthrough print solution makes it easy to find and use the right printer or multifunction device for your job, whether you're in the office or on the road. Print to any device in any location without tedious driver downloads and installations, or asking IT for help. Best of all, it's free, from Xerox.



At home, on the road, or in the office:
The right printer at the right time

- Automatically detects your location and updates your current printer list with preferred printers for that location.
- Tells you instantly which printers are online and available to you every time you print.
- Sorts devices in your printer list based on status, location, name, etc.
- Displays detailed feature options to help you choose the best printer for your job.
- Works with Xerox and non-Xerox Postscript® printers and multifunction devices.

One easy interface for all printers

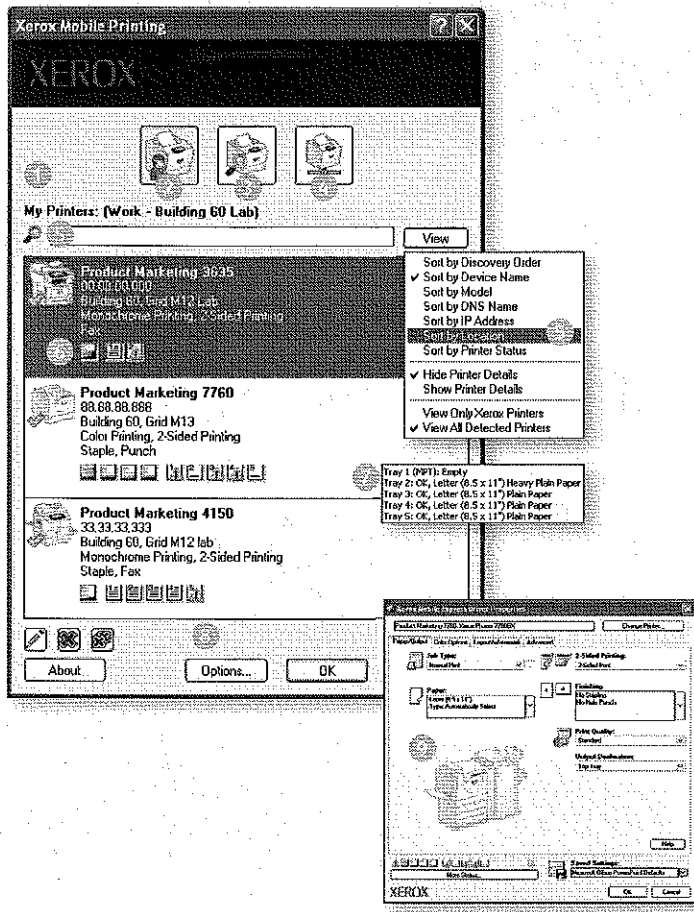
- Automatically configures itself to offer users 100 percent of the features available in most Xerox printers.
- Provides a consistent, simple interface for all printers, making it easy to find and choose the features you need.
- Automatically puts most recently used printer (for that location) at the top of your current printer list.
- Saves favorite printer settings for each application. For example, if you always print emails in black & white, on both sides of the paper, those settings can be applied to any printer you choose, in any location.

No need to call IT for help

- You can install Xerox Mobile Express Driver yourself, with a few mouseclicks.
- No tracking down an IT technician to help you find the right printer, identify IP addresses and install drivers in a new location.
- Dynamic printer discovery automatically updates your printer list with new features and status.



Xerox Mobile Express Driver



1 Knows where you are
Automatically detects your location.

2 Search for a printer
By IP address or DNS.

3 Get details
Roll over the icons to see detailed status views.

4 My Printers
Saves your preferred printers (along with your favorite application settings).

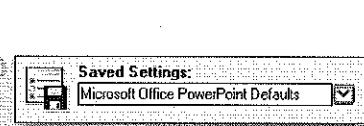
5 Find and Sort devices
Quickly find the printer you need.

6 Expand your search
Advanced Search tool lets you find printers beyond the local subnet.

7 Discovered printers
Shows all available printers and status in your current location.

8 See status and options
Shows complete printer status and available options.

9 Configures itself
Choose a printer, and X-MED automatically configures itself to use that printer's features.



10 Custom settings
Automatically detects your current application and loads your favorite print settings, for every printer you choose.

IT managers: Help your users help themselves

Xerox Mobile Express Driver (X-MED) eliminates IT handholding for visiting mobile users. They can use printers automatically, without installing new drivers or finding IP addresses. X-MED shows available local printers within the local subnet or across the network.

It identifies when a user connects in a new location and dynamically updates the list of available printers. It configures itself as the chosen printer, without a separate installation, avoiding messy driver installations that clutter traditional printer selection windows and confuse users.

Road warriors: Improve your mobile productivity

With X-MED, you'll never beg your hosts to print your documents again. Mobile Express Driver automatically makes the right printers available in any location you visit, and instantly provides at-a-glance, real-time information on all printers available to you. You save time and enjoy increased productivity by knowing exactly which printers are available. The same easy-to-use interface allows you to choose feature options, and apply your usual application print settings, without asking IT for help.

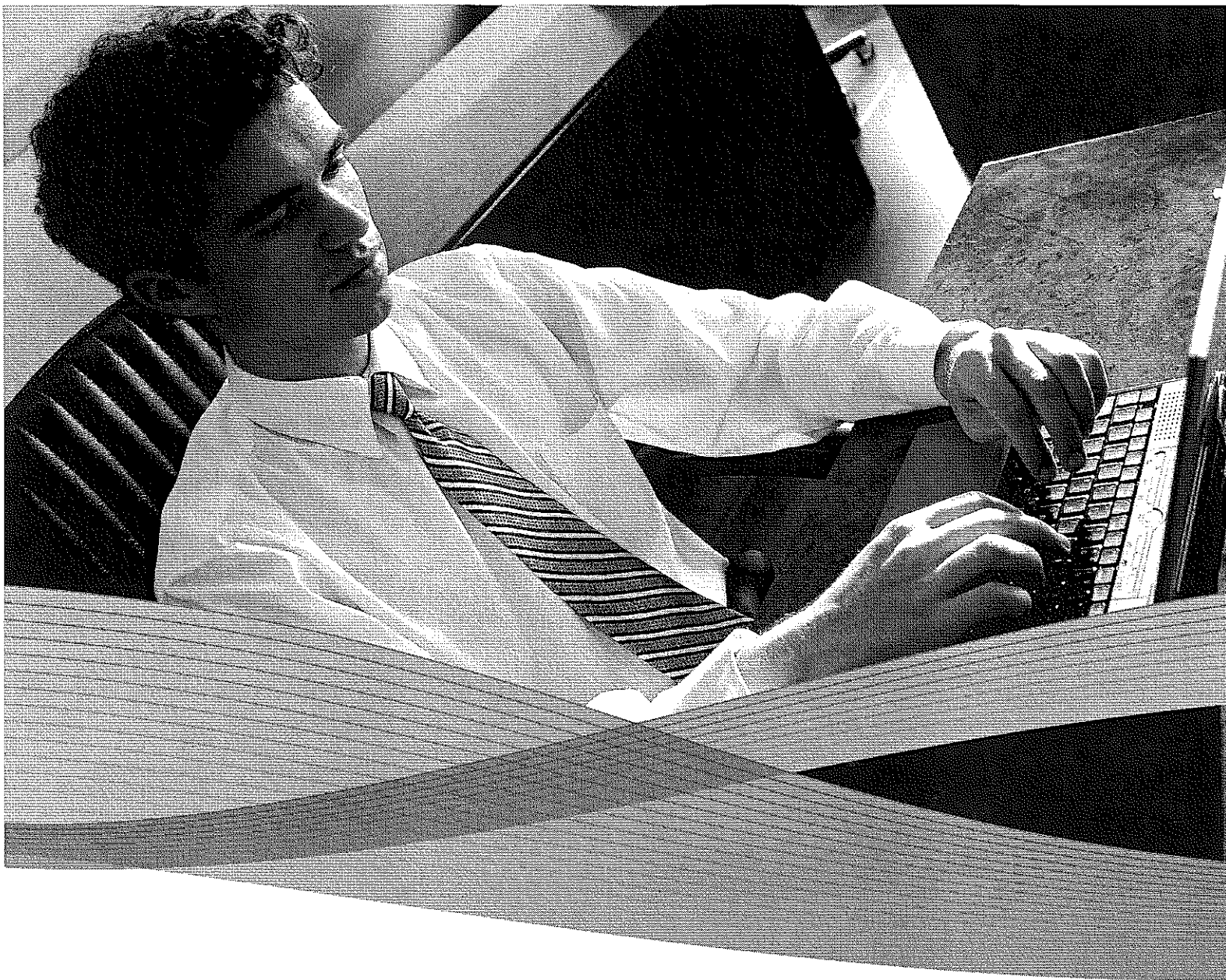
Office users: Eliminate printer hassles forever

X-MED cleans up your printer control panel and makes it easy to find and select just the right printer in the office, or when you're working from home. It lets you see only the printers you regularly use, or gives you the option to view all available printers on your office network. Best of all, it lets you access all available printers from a single, easy-to-use control panel, and automatically applies your favorite application printer settings.

To learn more, and download your copy of Xerox Mobile Express Driver, visit www.xerox.com/mobile

Copyright © 2008 Xerox Corporation. All rights reserved. Contents of this publication may not be reproduced in any form without permission of Xerox Corporation. XEROX® and the sphere of connectivity design are trademarks of Xerox Corporation in the U.S. and/or other countries. Adobe® and PostScript® 3 are registered trademarks or trademarks of Adobe Systems, Incorporated. The information in this brochure is subject to change without notice. 5/08 610P729736





Xerox CentreWare® Web
Manage output devices
effectively



More value from your output device fleet

Cut costs, intelligently manage networked output assets and increase the return on your IT investment with this free download from Xerox. CentreWare Web is innovative browser-based software that installs, configures, manages, monitors and reports on networked printers and multifunction devices in the enterprise, regardless of manufacturer. Download free, from www.xerox.com/centrewareweb.

Discover and manage all output devices

CentreWare Web gives IT managers the ability to find and manage printers and multifunction devices in the enterprise, whether they're networked or locally connected. It supports both Xerox and non-Xerox devices, so it's the ideal all-in-one tool to intelligently manage today's multi-vendor device environments.

Discover, install, configure, manage and troubleshoot output devices and queues. CentreWare Web provides an on-demand, customized summary status of SNMP printers, multifunction devices and queues within your network.

You can tailor device discovery to your particular network and traffic patterns. The tool supports local and remote discovery for multiple or segmented networks, within a single subnet or across subnets. Since it can automatically add directly or locally connected devices to the pool of networked devices, CentreWare Web gives a comprehensive picture of devices in an enterprise.

Speed repairs with remote troubleshooting

CentreWare Web makes it easy to view, monitor and perform troubleshooting routines on remote devices that are in an error state. Troubleshoot individual devices or query and test a group of devices at the same time with detailed feedback and the ability to send test pages from the remote web console.

At a more detailed level, the tool evaluates the device problem and provides time-coded status updates along with an assessment of the skill level needed to solve the problem. Administrators can also review documents currently in the print queue and enable error traps to provide even more detail about the problem.

Reduce IT costs with proactive monitoring

Give your helpdesk a rest by configuring CentreWare Web to alert IT managers of device problems before they occur. You can quickly configure the tool to send email alerts warning of low consumable levels, and device errors such as fuser or drum malfunctions, low memory conditions and offline hard disks.

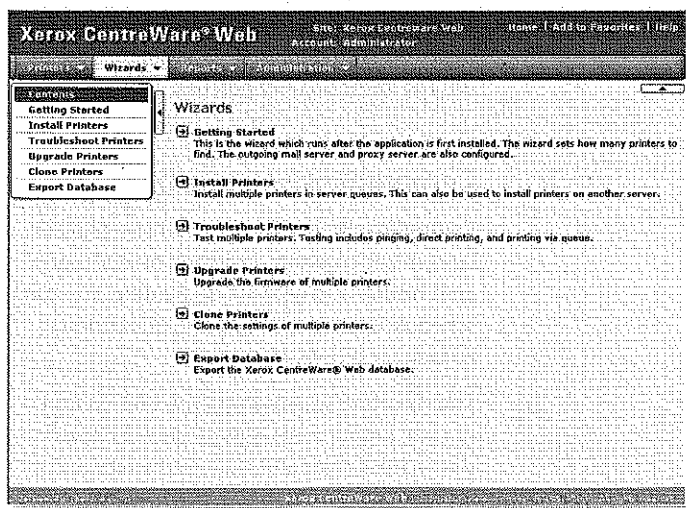
Administrators can find out about problems before they impact employees, resulting in fewer helpdesk or service calls, and increased IT staff productivity.

Best of all, CentreWare Web supports Xerox Smart eSolutions, a suite of free services that makes it easy to manage, monitor and support output devices.

Centralize device management

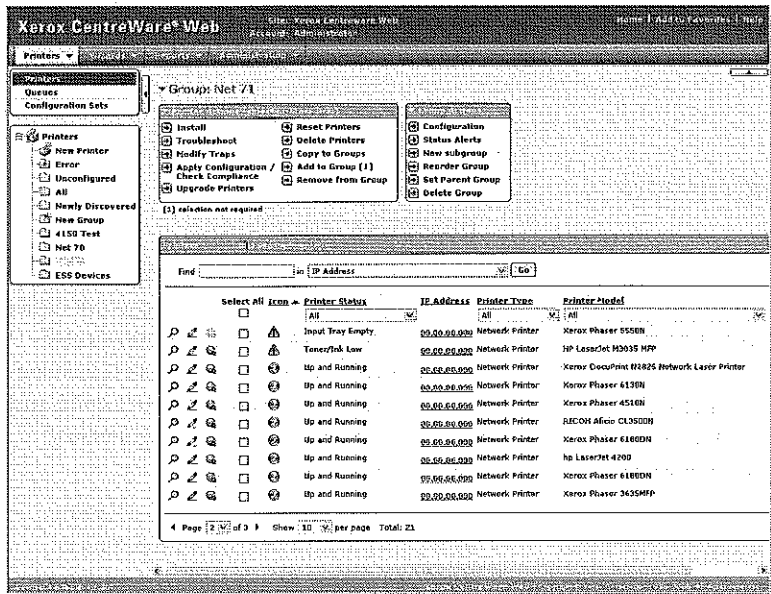
Easy to use CentreWare Web setup and basic installation wizards let you centralize device and software configuration. You can automatically configure firmware upgrades to be run on specific device classes remotely, during low network traffic hours, and receive confirmations once upgrades are configured.

The tool's intuitive interface makes it simple to configure even advanced features, with an extensive built-in help system and powerful customization tools.



CentreWare Web Wizards provide a guide to using features and functions, stepping system administrators through common tasks and helping them use the software to its full potential.

Simplify complex device management issues



CentreWare Web's intuitive user interface makes it simple and easy to use even advanced features.

Optimize and enhance output management

CentreWare Web's flexible reporting tools allow you to customize and schedule the reports you need to manage document production effectively. Combine tabular and graphical data to develop asset and usage reports, alert and status histories.

If your Xerox printers are network accounting enabled, CentreWare Web will retrieve, analyze and report print, scan, server fax and copy job data.

CentreWare Web supports validation and authentication systems, and can provide high-level usage and cost information or drill down to the individual job level. The tool can configure network accounting settings on these printers, including end-user management and can manage validations for up to 100,000 accounts, depending on the device.

Scale along with your business

You can easily add new devices to your CentreWare Web system as needed, since its architecture supports anywhere from a few devices to more than 10,000; a single installation on one server can manage up to 5,000 devices.

CentreWare Web runs effectively on simple networks for small businesses, as well as on massive, multi-segmented networks supporting large government agencies, banks and conglomerates.

Integrates with existing Windows security

CentreWare Web's support for standards-based security protocols such as Windows-based authentication, helps you quickly integrate the tool into your existing security systems. It supports the web's HTTPS protocol and native Windows security, eliminating the need to develop and support separate validation tools for output device access.

The tool's reporting capability allows administrators to review software and firmware update status on individual devices, ensuring that each has the latest security patches.

Comprehensive reporting

CentreWare Web offers an extensive array of customizable reports, including assets, usage, alert history and network accounting. You can schedule automated reporting of individual printers, or groups of printers.

The reporting system helps you take control of color output costs as well, since it allows you to track color and black-and-white usage separately.

CentreWare Web

Device Management Software

CentreWare Web benefits

Better cost management

- Proactive alert monitoring reduces service calls and downtime
- Easy deployment and simplified administration maximize IT staff productivity, letting you shift IT resources to other critical tasks
- Reduce tool expense and complexity; CentreWare Web is all you need to manage both Xerox and non-Xerox (RFC 3805 SNMP-compliant) output devices
- Centralized administration allows IT managers to remotely manage systems, eliminating the expense of on-site service calls
- Integrates with existing Microsoft Windows security, requiring no additional security/authorization tools
- Network accounting-enabled to provide accurate usage tracking, reporting and billing
- Ensures more accurate meter reads for bill-back to appropriate groups
- Usage tracking lets you intelligently manage assets cost-effectively
- Consistent reports in familiar, easy-to-read formats, giving you comprehensive, easy to understand analysis that's instantly actionable
- Flexible data collection settings can provide data daily, weekly, monthly or annually

More effective device administration

- Anytime, anywhere SNMP device management, from the office, the road or home
- Familiar web browser interface makes it easy to set up, configure, upgrade, repair and track devices on the network
- Troubleshooting tools simplify diagnosis and resolution of device problems
- Configuration sets let you establish templates to define network protocol and scanning settings across like devices
- Supports discovery of non-IETF MIB-compliant devices such as HP JetDirect-based printers
- Uses existing Microsoft Active Directory configurations, enhancing printer discovery and queue management
- Supports custom grouping of devices to make them easier to manage
- Group polling feature allows you to set polling intervals for specific device groups
- Uses Microsoft Visual Studio .NET code base, ensuring open data exchange between most popular web services and applications

Operating Systems Supported

- Windows 2000 SP4
- Windows XP SP2, Windows XP x64 SP2
- Windows Server 2003 SP2, Windows Server 2003 x64 SP2
- Windows Vista, Windows Vista x64

Hardware/System Requirements

(depending on configuration, additional hardware may be required)

- Free disk space: 3 GB (20GB if collecting job/historical data from thousands of devices)
- Minimum CPU: Less than 400 discoverable devices—2 GHz x86 processor, 1GB RAM
- More than 400 discoverable devices—2 GHz x86 processor, 2 GB RAM
- Databases supported: Microsoft SQL Server 2000, 2005, 2005 Express

Database must be installed on the same system as CentreWare Web. A separate database server is recommended for any of the following configurations:

- More than 20 groups configured for concurrent status polling
- More than 20 alert profiles specified
- Job data consumption is greater than 100,000/week

Client Requirements

The CentreWare Web client interface is web-browser based and can be accessed on a platform that supports the following:

- Microsoft® Internet Explorer version 6.0 or higher

* For a complete list of system configuration requirements please refer to the "Read Me" file (listed under "Related Links") located at: www.xerox.com/centwareweb

Call today. For more information, call **1-800-ASK-XEROX** or visit us at www.xerox.com/centwareweb



Appendix E: Xerox Service

WHAT YOU SHOULD KNOW ABOUT XEROX SERVICE

At Xerox, we put a great deal of thought into how our products are designed and serviced; with 12 generations of MFD designs under our belt, and as many years experience servicing them, we've learned our lessons and we've learned them well. Our engineers design our products to have fewer moving parts, short paper paths and customer replaceable kits – all with you, the customer, in mind. This is where real uptime comes into play.

Our MFDs are built with separate subsystems. This means that if one function (e.g., fax) is down, there is a very good chance that the copy and print features will still be available for use.

On the rare occasion that a service call must be placed, our 24/7 Welcome Center personnel are trained to troubleshoot the issue over the phone, and do resolve many issues this way, avoiding a service call altogether.

In addition, there is always 24/7 help available on-line to troubleshoot issues. Simply go to Xerox.com, select your model and type in a question, phrase or error message. The site will provide step by step instructions to correct it. For example:

The screenshot shows the Xerox website interface. At the top left is the Xerox logo. To the right is a search bar. Below the logo are navigation links: Support & Drivers, Supplies, Where to Buy, Contact Us, Log In, Account Management, and Shopping Cart. A horizontal menu below these links includes Office Products, Production Equipment, and Document Outsourcing. The main content area shows a search path: > Support & Drivers > WorkCentre 7655/7665/7675 Support. The search results for 'Required Resources' are displayed. The results list two items: 1. 'What Does Required Resources Mean?' and 2. 'Held Needs Resources Error Message is Displayed; Print Job Will Not Print'. A black box with white text points to the search input field, stating 'Type in a question or phrase'. Another black box with white text points to the first search result, stating 'Select the answer you want to view and follow the step by step instructions.' The page also features a 'How To' sidebar with links like 'Copy or Print', 'E-mail, Fax or Scan', and 'Find the Serial Number'.

If a Service Technician visit is indeed required, we provide them with state of the art tools to get your office up and running as quickly as possible:

- **Blackberries:** Service Technicians carry blackberries to receive detailed information outlining the exact problem as well as contact information while on the road.

- **Laptops:** Allows our Service Technician to connect directly to the device to run diagnostics tests for prompt resolution.
- **Eureka:** An interactive database of repair solutions and performance innovations that provides instant access to global knowledge at local points of need.
- **Rapid Response:** Technicians can request that expedited parts be delivered from local Parts Drops via Xerox courier to your location for replacement.

Our Service Technician's and technical support staff engage in annual professional development, training, and skills development. The average tenure Xerox will even provide product design field engineer support if the local staff is unable to resolve an issue.

XEROX TOTAL SATISFACTION GUARANTEE (TSG)

Another highly compelling factor to consider would be length and comprehensiveness of equipment warranty. At Xerox, we measure our success by customer satisfaction. With that goal in mind, we are committed to providing optimum quality in the design, manufacture, and service of every product we sell. To carry this pledge to the highest degree, we go beyond the typical 30-day warranty and offer this exclusive Xerox Total Satisfaction Guarantee



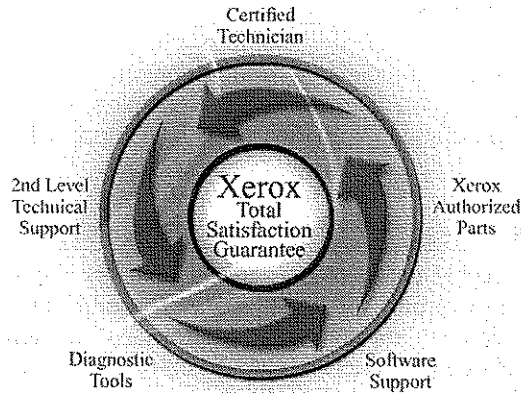
"If you are not totally satisfied with any Xerox equipment acquired by you from Xerox (including Sales Agents and participating Dealers and Retailers), Xerox will, at your request, replace it without charge with an identical model or, at the option of Xerox, with a machine with comparable features and capabilities. This guarantee will be effective for three (3) years following initial Equipment delivery, unless the equipment is financed by Xerox for more than three (3) years, in which event it will be effective during the entire term of Xerox financing (except for certain home-office and previously installed models which receive coverage for one year). This guarantee applies only to equipment which has been continuously maintained by Xerox of its authorized representatives under a Xerox express warranty or Xerox Maintenance agreement."

Only Xerox offers this extensive guarantee. Since the time that Xerox introduced Xerographic copying/printing and pioneered Document Management, we have continually provided the finest, most responsive service available to thousands of businesses. Xerox will keep your people and documents productive today, tomorrow and for years to come. But we understand that Customer Satisfaction is more than service delivery and guarantees. It's treating the people in your organization with compassion and understanding; it's answering your call quickly and returning your phone calls promptly. In short, it's providing you with the best sales, service, and support available anywhere. Please see the Why Xerox document within the Proposer's Materials section.

Xerox Service

Gives You Peace of Mind

- Maximum productivity
- Operational efficiency
- Investment protection
- Superior responsiveness
- Minimum cost exposure
- The Xerox Total Satisfaction Guarantee



The Support Services One Story

The Experience

We know that our work is just beginning when the equipment is delivered. The real proof is shown with consistent service delivery throughout the partnership. Xerox understands the market and strives to develop innovative technology that will help us to continue to deliver on our promise to you – our customer. In fact, President George W. Bush announced on June 14, 2007 that Xerox had become the recipient of the National Medal of Technology. The medal has been bestowed upon Xerox in recognition of “over fifty years of innovation in marking, materials, electronics and communications that created the modern reprographics, electronic printing, and print on demand industries.” The National Medal of Technology is the highest honor awarded by the President of the United States to America’s leading innovators. The medal is given annually to individuals, teams, and/or companies/divisions for their outstanding contributions to the nation’s economic, environmental and social well-being through the development and commercialization of technology products, processes and concepts; technological innovation; and development of the nation’s technological manpower. Please feel free to view our innovation site at <http://www.xerox.com/innovation/index.shtml>

Xerox has International Power with Local Presence and the People, Processes, Knowledge, R&D, Innovations and Financial Power to provide WSCA with a powerful and reliable solution.

A look at some numbers gives a clear view of why Xerox Service gives customers a huge advantage in the marketplace.

Parts

- 61 local parts drops with 2 national warehouses
- About 75% of all calls fixed from trunk inventory
- 11,000 customers with on-site inventories
- Approximately \$39M in total field parts inventory, with approximately \$3,400 in trunk inventory, and \$1,200 in on-site inventory (where applicable)

Welcome Center

- 25,000 calls per day
- 3 Locations - Dallas, TX, Saint John, NB, Canada, Halifax, NB, Canada (multi-lingual)
- Calls are typically answered within 20-25 seconds
- Provides remote support ~17.5% solve rate on key products
- Available 24 hours a day, 7 days a week, 365 days a year
- All sites have proven test redundancy
- Over 600 customer service representatives
- Aspect level 8ACDs (call answering technology) with Speechworks/Aspect speech recognition
- Kana knowledge-base management

Training

- Conducted training facility in Leesburg Virginia
- 30+ local training centers (cities such as Chicago, New York, Atlanta, Los Angeles)
- 60+ instructors supporting the training of our Customer Service Engineers and Account Associates
- State of the art training environments that allows for individual learning styles and learning pace
- Blended learning approaches including: Instructor led, Computer based, Conferences, Mentoring
- Over 2,000 courses & 70,000 classroom days of training completed per year, which includes technical and skill development training
- Use of criterion-referenced instruction to demonstrate competence throughout the training program

Field Engineering Support

- 319 customer support reps
- 8,700 customer logs per month
- 4 locations: Rochester, Canton, LA, St. John
- Calls typically answered within 60 seconds
- Every center is CSP (Support Center Practices) certified (an independent national certification)
- Escalations to engineering are about 7 per month

SPARs (Software Problem Action Request)

- SPARs developed on an as needed basis to correct software issues

Customer satisfaction and loyalty are Xerox's number one priority. Xerox's goal is to provide our customers with maximum equipment uptime, availability and performance. Xerox Services delivers on that goal to you more effectively than our competitors, specifically via:

Our People:

- Xerox offers over 6,000 service representatives, with an average of 20 years of experience. All are manufacturer-certified professionals.
- Locally managed workgroups provide you service when and where you need it.
- Our Customer Service Representatives (CSRs) are linked all the way up to our product design engineers.

Our Process

- Xerox Customer Support Centers (CSCs) deliver live, 24 hours a day, seven days a week, first- and second-level support with closed loop escalation.
- Online interactive web support provides you easy access to technical help and operational tips.
- You can take advantage of instant on-site dispatching, and you'll receive an estimated time of arrival call-ahead.
- Xerox provides cutting-edge digital production support with Xerox prInteract™ Remote Service Offerings.
- Xerox delivers more "first-time fixes" than anyone in the industry thanks to our robust parts infrastructure with auto-replenished trunk inventories.

Our Technology

- Xerox equipment features embedded device diagnostics, which predict problems before they occur and speed resolution to ensure you achieve maximum uptime and productivity.
- Xerox offers SmartKit technology. SmartKits refresh the key components that deliver copy quality and paper handling reliability. The use of SmartKits will improve your satisfaction by eliminating the wait period for a Service Technician to arrive on site. Simply slide the old one out, and the new one in. Our SmartKits can be replaced in about one minute.
- The Xerox Eureka™ interactive database of repair solutions and performance innovations provides instant access to global knowledge at local points of need.
- The entire Xerox service network is wirelessly connected to ensure prompt resolution of problems.

The Xerox Global Service Network internet portal provides Customer Service Representatives (CSR's) with service bulletins, a communication medium and an information center, all of which the CSR's can access through their laptops. This internet portal is the Xerox communication link for all CSR's in the US and Canada. It keeps them up to date with software fixes, the latest product service news, teleconferencing, technology updates and bulletins, question-and-answer discussion forums, libraries to upload to their laptops and product documentation updates.

Additionally, Xerox CSR's also have access to Eureka™, a unique Xerox database featuring the latest service tips and innovations. Updates and details regarding product fixes are included from all over the globe and are downloaded to each CSR's laptop. This proprietary database is constantly updated.

In addition to the highly skilled technical service support, Xerox has invested heavily in technology to enhance our level of service. Following is a partial list of the technology available to the CSE's to enhance the delivery of customer satisfaction:

- **Lap Top Computers** - contains all the service documentation for the equipment plus access capability to the Customer Service Support Center to dispatch service calls, review machine history, and analysis of the machine performance.
- **Pager** – contacts the technician with the account information and description of the problem within 45 seconds of the call being placed by the customer. It also acts as a second communication device to reach backup support and internal resources (Management, Service Billing, etc.).
- **Cellular Phone** - Insures immediate response to acknowledge awareness of the service call and provide the customer with an estimated time of arrival.

- **Links** - Single point of management for all the services we provide—including centralized data collection and Service Level Agreement monitoring and measurement. Our range of services responds to your document processing needs, from managing copier and printers in the office, to improving business processes and creating highly efficient mail and print production centers enterprise-wide.

Inside the Service call

Service contract hours run from 8AM to 5PM Monday through Friday local time, excluding designated holidays. If a service call is placed outside of these designated hours, it is logged and the local Customer Service Representative is notified first thing the next business day for service and at your site as soon as possible. Service coverage is available up to and including 24 hours a day, seven days a week, including holidays for an additional charge.

Once a call is placed to our national 1-800 service number and a remote repair cannot be performed, a qualified Xerox Service Representative is paged and alerted of the call. The Xerox Service Representative will then call the customer to give an estimated time of arrival and to learn more about the particular problem. This will help the Service Rep to be better prepared to address the issue once on-site.

Each Xerox service call, the Customer Service Representative (CSR) follows several steps and processes. The majority of these steps and processes relate to providing preventative maintenance on your equipment to ensure you are able to achieve maximum uptime and efficiency. Xerox equipment is designed with an onboard, volume-driven diagnostic tool. It can track maintenance intervals and usage of all high-wear items, while software tracks the number of prints/copies being produced. A threshold level is set, which is based on the number of prints/copies produced since the last time the equipment was serviced. When a component reaches the threshold level, an indicator flag will appear. While your CSR is performing maintenance on your machine, he/she will review all of the flags and will replace parts that have exceeded the recommended threshold level, as well as review any items that are close to threshold level.

It is Xerox's goal to ensure you are totally satisfied. In support of that goal, our simple service call process has been designed to resolve any problems that may arise, or any issues you may have with regards to your Xerox product, to your satisfaction as quickly and effectively as possible.

The Customer Service Engineer (CSE.) will initiate the Machine Maintenance Check List and Product Reliability Control Process at the time of service. All maintenance items will be reviewed, cleaned or replaced as needed. In addition to replacing normal maintenance items, Xerox provides engineering upgrades and design improvements for your equipment to improve reliability. Therefore, if there is any enhancement kit(s) or part(s) not installed on the equipment the CSE will install the kit(s) or part(s) at the time of service. Before closing the service call the CSE will document all activity performed on the equipment within the service log, which is kept with the machine at all times. A sample copy will be ran and displayed to the customer for their approval. The CSE will explain to the customer contact the problem, causal and description of the work performed as well as offering any preventable steps to avoid further down time. In the event addition support is needed the CSE will implement the Call Escalation Process.

If the problem is not diagnosed and on its way to being resolved within two hours of servicing the equipment The Customer Service Engineer will initiate the escalation process. In addition to the Call Escalation Process, the following support mechanisms are available to ensure customer satisfaction:

Escalation Support:

- A technical Specialist on site if needed
- On line telephone hotline support with a Field Engineer.
- On line telephone Software support
- An on line local district Customer Relations Group (C.R.G.) to receive all customer escalations, inquiries, and concerns. During normal business hours the customer may contact the local C.R.G. personally which is in place to provide the customer with "a single point of contact". The local C.R.G will assist the key operator(s) in the resolution **of any issues, concerns, or problems.**

Service Reports

Reports can be generated on a monthly, quarterly, semi-annual, or annual basis which details the volume of the device and uptime. In general, the information included in our standard reports will include current month performance as well as trend data to accurately show our performance over time. Our ability to capture and display data in this format provides us the ability to quickly identify as well as resolve performance improvement opportunities, should they exist.

Examples of the data tracking we offer include:

- Color and black-and-white volume history (monthly and year-to-date)
- Device activity (Volumes on Copy, Print, Scan)
- Equipment uptime and performance to established standards of performance
- Equipment service and service trending
- Summary and detailed service reports

Metrics that we monitor very closely include:

- Response time to acknowledge service requirements
- Cycle time to complete equipment repairs
- Percentage of equipment uptime
- Services performed and parts utilized
- Number of unscheduled service calls
- Break/Fix Summary

Our commitment to quality is emphasized by the reports we will provide to show our performance against service level agreements. Our goal is to report metrics that reinforce that our service level standards are meeting your expectations. This allows your organization to remain focused on its core objectives.



Press Release

J.D. Power and Associates Reports: Xerox Recognized for Excellence in Certified Technology Service and Support Program for a Third Consecutive Year

WESTLAKE VILLAGE, Calif.: 23 June 2008 — Xerox has achieved certification under the J.D. Power and Associates Certified Technology Service and Support ProgramSM for a third consecutive year. This distinction recognizes Xerox for delivering “An Outstanding Technology Service and Support” experience to customers in North America. Xerox is the first document management company to earn recognition under the certification program for three consecutive years.

Jointly developed by J.D. Power and Associates and the Service & Support Professionals Association (SSPA), the program evaluates overall customer satisfaction and helps technology support organizations increase their efficiency and effectiveness in customer service. The certification will also help consumers identify those companies that have demonstrated customer service excellence before selecting which technology products to purchase.

“The commitment Xerox has to their customers is clearly evident—not only in their achievement of certification for a third consecutive year, but also in the positive remarks customers give across various factors detailing the overall service experience,” said Gail Gross, senior director of certification programs at J.D. Power and Associates. “Xerox’s strength lies in their support staff, as customers give particularly high ratings in the professionalism and attitude of the field service technicians.”

To achieve certification, an organization must attain customer satisfaction scores among the top 20 percent of companies nationwide offering technology support, based on J.D. Power and Associates’ extensive technology industry benchmark customer satisfaction research. The organization must also pass an expert audit of its support policies and procedures. Certification is valid for one year.

J.D. Power and Associates evaluated Xerox on its phone and Web-based service programs, as well as on its on-site field service by collecting customer satisfaction data from customers. On-site audits were conducted at two Xerox support locations in North America.

“The J.D. Power and Associates certification demonstrates long-term and comprehensive commitment that Xerox holds to providing excellent customer service and managing a successful business,” said Bill Steenburgh, senior vice president of Xerox Services. “This recognition confirms our position as a supplier of innovative products and services backed up by the highest level of customer support.”

Xerox passed a detailed audit of its service and support business processes on a wide range of industry best practices criteria, including business strategy; talent management; tools and technology; and outsourced service management, as well as all components of its service delivery and other key service metrics.

“Year after year, Xerox has demonstrated their commitment to advancing service excellence,” said Stephen Smith, executive director of SSPA. “They are leaders in raising the bar not only within their own organization, but also throughout their industry.”

J.D. Power and Associates and SSPA are currently evaluating technology service and support organizations across the industry to determine if they are eligible for certification.

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company operating in key business sectors including market research, forecasting, performance improvement, training and customer satisfaction. The company’s quality and satisfaction measurements are based on responses from millions of consumers annually. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

About The McGraw-Hill Companies

Founded in 1888, The McGraw-Hill Companies (NYSE: MHP) is a leading global information services provider meeting worldwide needs in the financial services, education and business information markets through leading brands such as Standard & Poor’s, McGraw-Hill Education, *BusinessWeek* and J.D. Power and Associates. The Corporation has more than 280 offices in 40 countries. Sales in 2007 were \$6.8 billion. Additional information is available at <http://www.mcgraw-hill.com>.

About SSPA

As the support industry’s premier management community, the Service & Support Professionals Association (SSPA) is a key resource for the information and best practices needed to make better business decisions. It brings together the best minds from across the industry spectrum – from established companies with successful track records to pioneering newcomers with out-of-the-box ideas. The SSPA also partners with thought leaders such as J.D. Power and Associates and the Wharton School to create programs that benefit the industry. SSPA is a member of a global network of associations that includes the Technology Professional Services Association (TPSA) and the Association for Services Management International (AFSMI). For more information, visit www.thesspa.com.

Media Relations Contacts:

John Tews
J.D. Power and Associates
Troy, Mich.
(248) 312-4119
john.tews@jdpa.com

Diane Brundage
SSPA
Los Gatos, Calif.
(408) 354-7136 ext. 212
dbrundage@thesspa.com

Carl Langsenkamp
Xerox Corporation
Rochester, N.Y.
(585) 423-5782
carl.langsenkamp@xerox.com









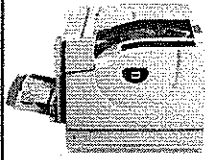

































No advertising or other promotional use can be made of the information in this release without the express prior written consent of J.D. Power and Associates. www.jdpower.com/corporate

Office Product
Awards



















Xerox printers, copiers and
multifunction systems
Award winning products



Color

 <p>Phaser 6125 / 6130</p>	 <p>BERTL's Best 6130N – Best Small Office Color Laser Printer <i>BERTL</i> June 2008</p>	 <p>Editor's Choice 6125 – 2008 Color Laser Printer and Business Inkjet Printer Guide <i>Better Buys for Business</i> May 2008</p>	 <p>Phaser 8860</p>	 <p>Editor's Choice 2008 Color Laser Printer Guide <i>Better Buys for Business</i> November 2007</p>	 <p>2007 Innovative Product of the Year 8860DN <i>Better Buys for Business</i> January 2008</p>
 <p>Phaser 6360</p>	 <p>Editor's Choice 2008 Color Laser Printer Guide <i>Better Buys for Business</i> November 2007</p>	 <p>Phaser 7760</p>	 <p>Editor's Choice 2008 Color Laser Printer Guide <i>Better Buys for Business</i> November 2007</p>	 <p>Editor's Choice 2007 Color Laser Printer and Business Inkjet Guide <i>Better Buys for Business</i> November 2006</p>	 <p>Pick of the Year 7760GX – Outstanding Large Workgroup Color Printer <i>Buyers Laboratory Inc.</i> Spring 2006</p>
 <p>Phaser 8560/8560MFP</p>	 <p>Editor's Choice 8560 – 2008 Color Laser Printer Guide <i>Better Buys for Business</i> November 2007</p>	 <p>Editor's Choice 8560MFP – 2007 Color Printer Multifunctional Guide <i>Better Buys for Business</i> April 2007</p>	 <p>Pick of the Year 8560DN – Outstanding Critical Color Printer <i>Buyers Laboratory Inc.</i> Spring 2007</p>	 <p>Pick of the Year 8560MFP/D – Outstanding Small Workgroup Color MFP <i>Buyers Laboratory Inc.</i> Spring 2007</p>	 <p>BERTL's Best 8560MFP – Best Office/Small Workgroup Ink-Based MFP <i>BERTL</i> June 2008</p>
 <p>WorkCentre 7232/7242</p>	 <p>Editor's Choice 2008 Color Copier Guide <i>Better Buys for Business</i> December 2007</p>	 <p>Pick of the Year 7242 – Outstanding Convenience Color MFP <i>Buyers Laboratory Inc.</i> Spring 2008</p>	 <p>Highly Recommended 7242 - 4-Star Rating <i>BERTL</i> August 2008</p>	 <p>Phaser 6115MFP</p>	 <p>Editor's Choice 2007 Color Printer Multifunctional Guide <i>Better Buys for Business</i> April 2007</p>
 <p>WorkCentre 7328/7345/7346</p>	 <p>Exceptional Rating 7345 – 5-Star Rating <i>BERTL</i> August 2007</p>	 <p>Editor's Choice 7328 – 2008 Color Copier Guide <i>Better Buys for Business</i> December 2007</p>	 <p>Pick of the Year WorkCentre 7328 – Outstanding Segment 2 Color MFP <i>Buyers Laboratory Inc.</i> Fall 2007</p>	 <p>Pick of the Year WorkCentre 7345 – Outstanding Segment 4 Color MFP (41 to 50 ppm) <i>Buyers Laboratory Inc.</i> Fall 2007</p>	 <p>BERTL's Best WorkCentre 7345 – Best Office/Mid-Sized Workgroup Color MFP <i>BERTL</i> June 2008</p>
 <p>WorkCentre 7655/7665/7675</p>	 <p>Pick of the Year 7665 – Outstanding Segment 4 Business Color MFP (56-69 ppm monochrome) <i>Buyers Laboratory Inc.</i> Fall 2006</p>	 <p>Pick of the Year 7655 – Outstanding Segment 4 Business Color MFP (41-55 ppm monochrome) <i>Buyers Laboratory Inc.</i> Fall 2006</p>	 <p>Editor's Choice 7655/7665 – 2007 Color Copier Guide <i>Better Buys for Business</i> December 2006</p>	 <p>Editor's Choice 7675 – 2008 Color Copier Guide <i>Better Buys for Business</i> December 2007</p>	 <p>2007 Innovative Product of the Year WorkCentre 7675 <i>Better Buys for Business</i> January 2008</p>
 <p>DocuColor 242/252/260</p>	 <p>Editor's Choice 242/252/260 – 2008 Color Copier Guide <i>Better Buys for Business</i> December 2007</p>	 <p>Pick of the Year DocuColor 242 – Outstanding Critical Color MFP (51 to 60 ppm) <i>Buyers Laboratory Inc.</i> Fall 2007</p>	 <p>Pick of the Year DocuColor 252 – Outstanding Critical Color MFP (61 to 69 ppm) <i>Buyers Laboratory Inc.</i> Fall 2007</p>	 <p>Pick of the Year DocuColor 260 – Outstanding Critical Color MFP (70+ ppm) <i>Buyers Laboratory Inc.</i> Fall 2007</p>	 <p>BERTL's Best DocuColor 260 – Best Light Production Color MFP <i>BERTL</i> June 2008</p>

Black and White

 <p>Phaser 3600</p> <p>Editor's Choice 2008 Office Laser Printer Guide <i>Better Buys for Business</i> June 2008</p>	 <p>Phaser 4510</p> <p>Editor's Choice 2008 Office Laser Printer Guide <i>Better Buys for Business</i> November 2007</p>	<p>BERTL HIGHLY RECOMMENDED ★★★★★</p> <p>Highly Recommended 4-Star Rating BERTL August 2007</p>	
 <p>Phaser 5550</p> <p>Editor's Choice 2008 Office Laser Printer Guide <i>Better Buys for Business</i> June 2008</p>	 <p>Pick of the Year 5550DN – Outstanding Small Workgroup Monochrome Printer <i>Buyers Laboratory Inc.</i> Spring 2008</p>	 <p>Phaser 3250</p> <p>Editor's Choice 2008 Office Laser Printer Guide <i>Better Buys for Business</i> June 2008</p>	 <p>Pick of the Year Outstanding Small Workgroup Monochrome Printer <i>Buyers Laboratory Inc.</i> Spring 2008</p>
 <p>Phaser 3100MFP</p> <p>Editor's Choice 2008 Printer Multifunctional Guide <i>Better Buys for Business</i> June 2008</p>	 <p>Phaser 3635MFP</p> <p>Editor's Choice 2008 Printer Multifunctional Guide <i>Better Buys for Business</i> June 2008</p>	 <p>Phaser 3200MFP</p> <p>Editor's Choice 2007 Printer Multifunctional Guide <i>Better Buys for Business</i> September 2007</p>	
 <p>WorkCentre 4150</p> <p>Editor's Choice 2007 Printer Multifunctional Guide <i>Better Buys for Business</i> April 2007</p>	 <p>Pick of the Year 4150xf – Outstanding Mid-Size Workgroup Console Mono- chrome Multifunction Printer <i>Buyers Laboratory Inc.</i> Fall 2006</p>	 <p>WorkCentre 5665/75/87</p> <p>BERTL ★★★★★</p> <p>Exceptional 5675 – 5-Star Rating BERTL August 2008</p>	
 <p>WorkCentre 4118</p> <p>Editor's Choice 2007 Low-Volume Copier and Multifunction Guide <i>Better Buys for Business</i> May 2007</p>	 <p>CopyCentre C20</p> <p>Editor's Choice 2007 Low-Volume Copier and Multifunctional Guide <i>Better Buys for Business</i> May 2007</p>	 <p>WorkCentre 5632/38/45/55</p> <p>BERTL ★★★★★</p> <p>Exceptional 5632/5655 – 5-Star Rating BERTL August 2008</p>	
 <p>WorkCentre BookMark 40/55</p> <p>Editor's Choice 2008 Mid-Volume Copier and Multifunctional Guide <i>Better Buys for Business</i> June 2008</p>	 <p>FaxCentre 2121</p> <p>Editor's Choice 2007 Laser Fax Guide <i>Better Buys for Business</i> March 2007</p>	 <p>FaxCentre 2218</p> <p>Pick of the Year Outstanding Fax-Centric MFP <i>Buyers Laboratory Inc.</i> Spring 2007</p>	

An office product to meet every need.

There's a job waiting to be done: A routine print job. A single page to be copied. A critical hundred-page report to be printed in full color, then faxed, scanned and emailed to users around the world. Whatever your task, Xerox has the right office printer or multifunction system to help you do the best job, with more speed, reliability and value than you ever thought possible.

Software to help you be more productive

Along with next-generation products and systems, we're continually adding to our growing portfolio of software solutions and options:

- CentreWare® application suite helps you install, maintain and manage your office technology.
- Smart eSolutions software automates your meter reads and supplies replenishments.
- SMARTsend®, ScanFlowStore™ and SMARTdocument Travel™ streamline and simplify the digital transformation and distribution of your hardcopy documents.
- Scan to PC Desktop™ software simplifies document management and repurposing, providing full PDF workflow capabilities.
- Applications from companies such as Equitrac and Print Audit help you track and control your fleet of print, copy, fax and scan devices.
- Xerox DocuShare® Document Repository software further extends your ability to capture and share knowledge on a global basis.

Unrivaled service and support

We stand behind our products with a large network of exceptional customer support. Our service professionals employ the latest training in leading-edge technologies, and they're linked to the engineers who designed your product. We optimize our office paper and supplies to ensure peak performance from your equipment.

Document security ensures your peace of mind

We've created innovative new features to safeguard your sensitive data.

- Our exclusive Image Overwrite Security option removes all trace of files from your device's storage.
- Many of our networked products offer an optional card-based log-in to prevent unauthorized use.
- Secure print and fax features guarantee your information remains confidential.
- We offer the broadest array of products that have earned the NIAP Common Criteria Certification (the international standard for information security).

Designed to be kind to our planet

We conserve natural resources by designing products to minimize waste throughout their lifecycle, from manufacturing to retirement. They help maximize energy efficiency in your office; our line of fine office papers meets the highest standards of sustainability. And our Green World Alliance program encourages recycling of Xerox-brand used supplies. For more information, please visit www.xerox.com/environment.html.

Total satisfaction guaranteed

The exclusive Xerox Total Satisfaction Guarantee covers every Xerox Phaser®, FaxCentre®, DocuColor®, CopyCentre® and WorkCentre® which has been continuously maintained by Xerox or its authorized representatives under a Xerox warranty or Xerox Maintenance/Service Agreement. You decide when you're satisfied.

Adaptable to fit the way you work

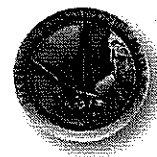
WorkCentre® systems incorporate the Xerox Extensible Interface Platform (EIP), so it's easy to customize them to fit your business requirements. We've partnered with leading software developers to build powerful applications that can extend and personalize your systems to automate many of your business' document management processes. Check www.xerox.com/eipinfo for the latest list of EIP compatible products.

Xerox Office Services

We offer a comprehensive set of business document services, powerful office technologies, processes and tools specifically designed for your business. We will assess your current document production processes and device fleet, develop strategies and supply plans to maximize efficiency and capabilities, then provide ongoing asset management and supply services. We'll work with you to enhance your document management to reduce your costs and improve business productivity.

Superior technology

In 2007, Xerox was awarded the National Medal of Technology, the United States' highest honor for individuals, teams or companies whose technical contributions have a strong positive impact on national economic, environmental and social well-being.



For more information, call 1-800-ASK-XEROX or visit us at www.xerox.com/office



The Nation's Leading Independent Authority



Xerox

DocuColor 242

DocuColor 252

DocuColor 260

The Xerox DocuColor 242, DocuColor 252, and the DocuColor 260 are an **Editor's Choice** in the *Better Buys for Business* guide to high-volume printers and digital duplicators, published June, 2007. Selections were based on rigorous analysis of all current models. Each of *Better Buys'* 10 product guides contains: Editor's Choice recommendations in a product area; features and technology overviews; vendor profiles; a detailed verdict on most models from most vendors; full specifications; and pricing information. This completely **independent** resource helps organizations make better buys.

Better Buys for Business is the nation's leading independent authority on document imaging equipment (copiers, printers, faxes and scanners). To assure its independence, *Better Buys for Business* accepts no advertising. Revenues are derived solely from the sales of its reports. For subscription information, call

Stephen Hannaford, Editor

Better Buys for Business • 800-247-2185 • www.BetterBuys.com

Official Certificate of BERTL Rating

BERTL
EXCEPTIONAL



Xerox DocuColor 260
with FreeFlow Print Server

Exceptional
CERTIFIED FIVE STAR

BERTL publishes product evaluation reviews on several hundred copiers, printers, fax, multi-functional, color and production devices every year. Out of these hundreds of devices, only a small number are recognized with the prestigious 5-Star, Exceptional rating. This rating is reserved exclusively for devices that deliver an outstanding range of business-critical features and functions, are innovative, easy to use, well-designed and represent exceptional value for the money for their target user base.

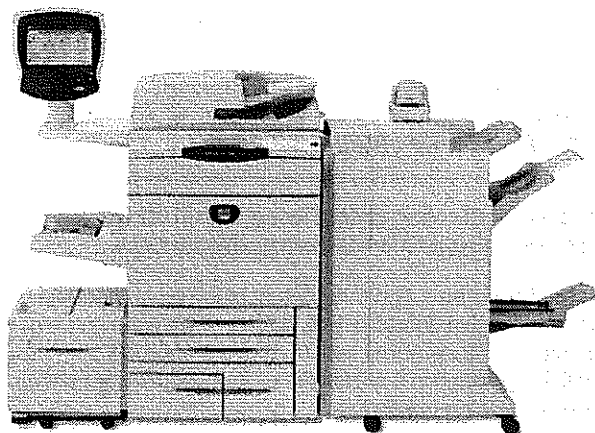
100% INDEPENDENT ANALYSIS

WWW.BERTL.COM



Xerox DocuColor 242

Outstanding Critical Color MFP (51 to 60 ppm)



Xerox Corporation
Xerox Square South
100 Clinton Avenue
Rochester, NY 14644
800-334-6200
www.xerox.com

The Xerox DocuColor 242 has earned a Fall 2007 BLI "Pick" for "Outstanding Critical Color MFP" in the 51- to 60-ppm speed range. The device, which features 2,400-x-2,400-dpi print resolution and utilizes Xerox's EA toner, demonstrated superior overall image quality in BLI's testing. In fact, the DocuColor 242 displayed higher-quality output when compared to most other color models tested to date, even in copy mode. Printed color output also remained extremely consistent over the course of the test.

The DocuColor 242, one of Xerox's "next-generation" DocuColors, offers rated speeds of 40 ppm in color and 55 ppm in black. The device's predecessors, the DocuColor 240 and DocuColor 250, earned Fall 2005 BLI "Picks." The DocuColor 242 is also based on an engine that produced 300,000 impressions in BLI's lab testing with no service required and only four misfeeds.

In addition to outstanding image quality and reliability, the DocuColor 242's customization capabilities are noteworthy. The unit can be targeted to mid- to large-size office environments looking for a color production unit and can also be targeted to color-intense markets that need higher-quality color, more color matching tools and use graphic arts software. Four print controllers are available in addition to the tested EFI Fiery System 8e controller. These include the Creo Spire Color server; the Xerox FreeFlow DocuSP controller; the EFI Fiery Bustled controller; and the EFI Splash RPX-ii Color server software, which works in conjunction with the EFI Fiery Bustled Network Color server to provide color management, document management and production management features for MAC users. An array of finishing options are available, including a professional finisher that V folds and saddle stitches up to 15 sheets to create 60-page booklets.

"This device's robust customization capabilities further extend to its control panel, as in addition to being able to specify the default screen, the administrator can customize the copy screen to hold up to 24 job services," said BLI Manager of Laboratory Testing Pete Emory.

Ease of use from the print drivers is very good as well. "Xerox's genuine Adobe PostScript 3 print driver with the tested EFI Fiery System 8e print controller has been modified to offer a graphical interface that is nearly identical to the layout of the PCL driver," said BLI Senior Associate Editor George Mikolay. "This is an extra step, and cost, that many competitive

vendors do not carry out." In addition, the print drivers feature paper and consumables supply gauges, and allow users to save the settings of frequently used jobs so that they can be applied to other jobs of the same type.

With a base price of \$37,195, the DocuColor 242 is highly recommended by BLI for an optimum monthly volume of 36,500 impressions and for occasional peak usage at the manufacturer's monthly duty cycle of 200,000 impressions.

About BLI's Picks of the Year

Twice a year with its "Pick of the Year" awards, BLI gives special recognition in each category to those products that provided the most outstanding performances in BLI's exhaustive lab tests.

BLI's awards stand alone in that they are based on a rigorous battery of lab tests that takes approximately two months to complete and includes an extensive durability test, during which each unit is run at the manufacturer's maximum recommended volume. BLI's durability test is unique among office product evaluations and uniquely qualifies BLI to assess reliability, which is a critical factor for buyers and IT directors, given that virtually all of the products are designed for use on networks.

In addition to assessing reliability, in terms of the number of service calls and PM (preventive maintenance) calls required, as well as misfeed frequency, BLI's comprehensive evaluation includes an assessment of copy and print quality, productivity, ease of use and economy, as well as connectivity issues such as feedback to workstations, administrative utilities, print drivers, multitasking and scanning solutions. Each product that successfully passes BLI's lab test earns BLI's "Recommended" or "Highly Recommended" seal and a BLI "Certificate of Reliability" and qualifies as a "Pick" award contender. Consequently, a BLI "Pick of the Year" is a hard-earned award that buyers and IT directors can trust to better guide them in their acquisition decisions.

Buyers Laboratory Inc.

Michael Danziger
CFO

Mark Lerch
COO

Anthony F. Polifrone
Managing Director

Daria M. Hoffman
Managing Editor

Lynn Nannariello
Asst. Managing Editor

Marlene Orr
Senior Printer Analyst

Tracie Hines
Associate Editor

George Mikolay
Senior Associate Editor

Carl Schell
Associate Editor

Jamie Bsaes
Associate Editor

Lisa Reider
Research Editor

Marc Bussanich
Technical Analyst

Pete Emory
Manager of Laboratory Testing

Pia Beddiges
Manager of Competitive Services

Ken Nardone
Technical Manager, Field Testing

Anthony Marchesini
IT Director

T. R. Patrick
Art Director

20 Railroad Avenue ■ Hackensack, NJ 07601 ■ (201) 488-0404

**The Nation's Leading Independent
Buyer's Guide for Office Equipment**

XEROX

Xerox DocuColor 242
40ppm color
55ppm black & white

Xerox DocuColor 252
50ppm color
65ppm black & white

Xerox DocuColor 260
60ppm color
75ppm black & white

Sum-up: Heavy-duty color copiers with impressive image quality.

These impressive light production copier-printers have a wealth of great features.

For the most part, the DocuColor 242, 252, and 260 models address the low end of the production color market. However, some units are likely to be placed with high-volume office color users as well. Output speeds are very fast. The 242 runs at 40ppm in color and 55ppm in black, the 252 operates at 50ppm in color and 65ppm in black, and the 260 delivers output at 60ppm in color and 75ppm in black. List price for the 242 is \$29,900, the 252 goes for \$34,700, and the 260 is listed at \$39,200.

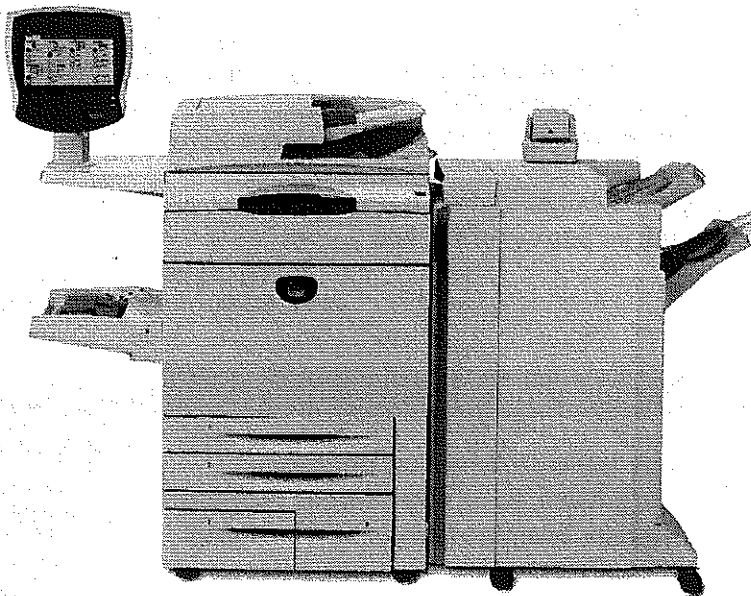
Image quality is excellent. The models print and copy at 2,400dpi, the highest resolution of any laser color copier on the market. The high resolution is made possible by the machines' 32-beam laser and use of Xerox's Emulsion Aggregation High Grade (EA HG) toner. The toner, which is organically grown rather than mechanically produced, offers attractive supply costs and image quality.



These machines are nearly identical except for speed and have the same accessories. (Note that the DocuColor 260 comes standard with what Xerox calls Hot Folders and Virtual Printers, both of which are options on the DocuColor 242 and 252.) The models' standard paper supply has dual 500-sheet paper trays, an 870-sheet paper tray, an 1,140-sheet paper tray, and a 250-sheet bypass. A 2,000-sheet high-capacity tray lists for \$2,000 for letter-size paper and \$5,995 for 13" x 19" sheets. The models also come standard with an impressive high-capacity DADF (duplexing automatic document feeder with dual scan heads) that holds up to 250 sheets. This feeder runs at 80ppm in black-and-white and 50ppm in color.

Another strong point is media support. The machines' main paper trays and 2,000-sheet large-capacity tray handle paper weights from 18lb. bond to 80lb. cover, in sizes up to 11" x 17". The bypass tray handles up to 110lb. cover, which is excellent. Maximum paper size for the bypass is 13" x 19".

The range of output options is respectable,



Xerox DocuColor 260 — This model has impressive image quality.

**Better Buys
for Business**

**EDITOR'S
CHOICE
2008**

**Editor's
Choice
Reprint**

Better Buys for Business is the leading independent buyer's guide to office equipment. Our mission is to help buyers of copiers, printers, fax machines, scanners, and duplicators make smarter purchasing decisions. To learn more about *Better Buys for Business*, including subscription information on independent guide ratings for all vendor models, contact us:

800 247 2185

www.BetterBuys.com

although not as versatile as with some competitors. First on the list is an inexpensive 500-sheet offset catch tray that goes for \$300.

Next, there is an advanced finisher that has 500-sheet and 3,000-sheet trays, 50-sheet multiposition stapling, and 2/3/4-hole punch that lists for \$2,995.

For more advanced applications, there are two finishers. One includes 500- and 1,500-sheet trays, 50-sheet multiposition stapling, 2/3/4-hole punch, and a 60-sheet booklet maker with saddlestitching that goes for \$4,995. Another offers 500- and 2,000-sheet trays with 100-sheet multiposition stapling, 2/3/4-hole punch, a booklet maker with saddlestitching, and a postprocess inserter for \$11,800. A C- and Z-fold unit is also available for \$5,700.

As can be expected from Xerox, you can choose a standard embedded EFI controller or select an optional EFI Fiery Bustled Network, FreeFlow DocUSP, or Creo Color Server in its place.

The DocuColor 242, 252, and 260 models are high-speed color copiers that offer excellent image quality and productive features. If the past is a good indicator, Xerox will probably expand the list of optional print controllers as more of these new models are put into service. All three models get our Editor's Choice Award.

Xerox

Norwalk, CT
800 275 9376
www.xerox.com

Vendor Profile

Xerox is a dominant force in the color copier market, though it's less powerful than it was during the glory days of the late 1990s. At one point, its product range stretched from low-cost ink jet models up to high-speed color laser machines at the top of the market, but the company's exit from the retail-channel copier market brought the ink jet portion of the line to an end.

Xerox sells its color models mostly through its direct-sales force and through its agents, independent representatives that market the machines but — unlike conventional dealers — do not hold inventory and act as resellers.

One thing that sets Xerox apart from other vendors in this market is the wide range of controller options it offers. Like its rivals, it supports Fiery controllers from EFI, but, unlike vendors such as Canon, Konica Minolta, and Ricoh, it also carries several others.

Emulsion Aggregation (EA) toner: EA Toner is now used in more than a dozen Xerox products, including some of the company's Nuvera, WorkCentre and DocuColor series of color printers. The company expects many future Xerox devices to be engineered to use EA Toner. EA Toner requires less toner per page and less fuser energy to create a final print, thus lowering the total cost of ownership.

EIP: Xerox is now releasing its Extensible Interface Platform (EIP), a programmable interface that will be seen on newer model lines. This interface allows third parties to embed software inside the copier's controller, which means it can appear on the copier's control panel. Early solutions include an accounting application from Equitrac and a document-routing solution from OmTool. Xerox believes that because of its easy-to-use Web-standard interface, many others will follow.

Note also that Xerox sells its strong DocuColor production printer line, covered in our *High Volume Printer & Digital Duplicator Guides*. Those models have copying capability, but they are primarily designed as printers.

FreeFlow: One good reason for buying a Xerox copier is the company's extensive FreeFlow Digital Workflow software suite. Designed to improve workflow, FreeFlow consists of a portfolio of tools that answer a number of customer requirements. These include tools for book makeready, for generating direct mail, for printing variable data, and for color management. FreeFlow products can work with a wide variety of Xerox copiers and printers. FreeFlow software has replaced Xerox's CentreWare administration software.

Excerpted from *The Color Copier Guide*, volume 199, December, 2007. © 2007 Progressive Business Publications, Inc.

No Advertising. No Bias. No Compromise.

Better Buys for Business is the nation's leading independent authority on document imaging equipment (copiers, printers, faxes, scanners and duplicators). To assure its independence, Better Buys for Business accepts no advertising.

Need more information?

For subscription information on independent guide ratings for all vendor models, please call 800 247 2185, visit us at www.BetterBuys.com or mail at 370 Technology Drive Malvern, PA 19355

**Better Buys
for Business**

The Nation's Leading Independent Authority



Xerox

Nuvera 100 EA Digital Production System
Nuvera 120 EA Digital Production System
Nuvera 144 EA Digital Production System

The Xerox Nuvera 100, Nuvera 120 and the Nuvera 144 EA Digital Production Systems are an **Editor's Choice** in the *Better Buys for Business* guide to high-volume printers and digital duplicators, published June, 2007. Selections were based on rigorous analysis of all current models. Each of *Better Buys'* 10 product guides contains: Editor's Choice recommendations in a product area; features and technology overviews; vendor profiles; a detailed verdict on most models from most vendors; full specifications; and pricing information. This completely **independent** resource helps organizations make better buys.

Better Buys for Business is the nation's leading independent authority on document imaging equipment (copiers, printers, faxes and scanners). To assure its independence, *Better Buys for Business* accepts no advertising. Revenues are derived solely from the sales of its reports. For subscription information, call 800-247-2185 or visit www.BetterBuys.com

Stephen Hannaford, Editor

Better Buys for Business • 800-247-2185 • www.BetterBuys.com

BERTL's Best 2005

Best 100 to 120 ppm High-Volume Production Device

XEROX

Nuvera 100/120 Digital Production System

The 2005 BERTL'S Best in the category of Best 100 to 120 ppm High-Volume Production Device is awarded to the Xerox Nuvera 100/120 Digital Production Systems. The Nuvera 100/120 DPS stand out as very high-production machines with impressive image quality, comprehensive file handling capability requiring minimal operator intervention, and DFA-compliant support for third-party finishing equipment.

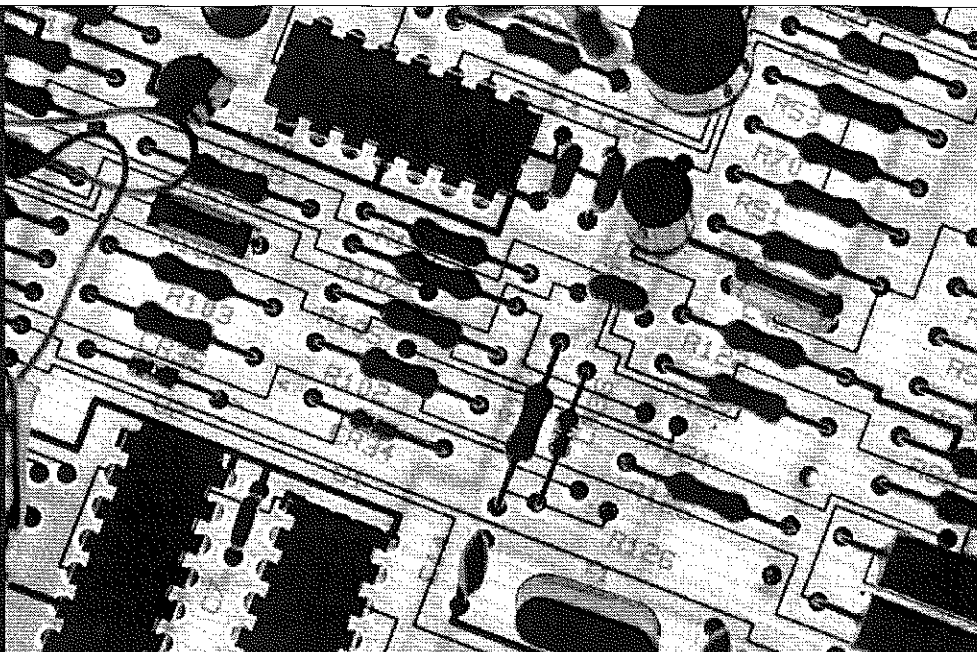


Mark Adams, CEO



THE
OFFICE
PRODUCTS
ANALYST

OPA



Print for Pay Customers Say Xerox Color Light Production is Best

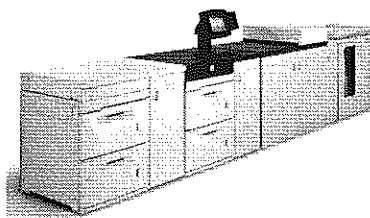
Results taken from the Annual Print for Pay Survey conducted by the Office Products Analyst (OPA)

Each year, we conduct a study in which we ask commercial printers and publishers across the continental United States to rate the imaging equipment they use on a daily basis. Surveys were completed via extensive telephone interviews with hundreds of customers.

After a thorough validation process, we were left with 207

commercial printers and 20 publishing houses in our sample.

This year, Xerox devices were ranked highest in the



Digital Color - Light Production category, beating out rivals such as Canon and Konica Minolta.

Print for Pay customers also gave Xerox highest marks in other critical categories, in-

cluding Image Quality, Productivity, Color Matching and Total Cost of Ownership.

“Out of the nine categories that make up the Digital Color - Light Production segment, Xerox was rated highest in six, dominating this class of product. Based on feedback from customers, anyone in the market for this type of device should strongly consider Xerox.”

Andy Slawetsky

President, Industry Analysts, Inc.

QUESTIONS?

OPA: (585) 232-5302

IATSD-LAB: (973) 227-8699

The Office Equipment Authority



OPA

The Office Products Analyst is the longest running, continuously published publication that focuses exclusively on the office automation industry. Published by Industry Analysts, Inc. in Rochester, NY, the OPA conducts thousands of end-user and office equipment dealer surveys each year. Xerox did not fund this study and there are no license fees or reprint rights associated with this document; the holder may share and distribute freely. The full OPA issue from which this excerpt was derived is available on our website. For more information, contact IA, Inc. at (585) 232-5320.

Must See 'ems!



GRAPH EXPO 2008

Xerox Corporation
700 Digital Color Press

Booth 1219

Introduced at drupa 2008, the Xerox 700 Digital Color Press delivers production capabilities at an entry-level price and opens the door to affordable digital printing and profitable color print applications. The press offers production features including coated paper handling, heavyweight media support and feeding and finishing options. Printing at 70 ppm in color or black-and-white and at 2400 x 2400 x 1 dots per inch with tight front-to-back registration of +/- 1.0mm, the press offers the similar image quality and productivity of a high-end production press, and eclipses the capabilities of other models in this product class.

The press prints on coated and uncoated paper with a maximum sheet size of 13" x 19.2" and a media latitude between 18 lb. bond up to 110 lb. cover. The Xerox 700 Digital Color Press also uses proprietary low-melt Emulsion Aggregation Toner that provides a smooth offset-like look and feel.

Print operators can choose between five color servers, including Xerox's FreeFlow Print Server, with a variety of color management tools, workflow capabilities and processing speeds. Finishing options include those for stapling, stacking, folding and booklet making on coated or uncoated papers.

Drupa 2008 Product Introduction

Website: www.xerox.com



Rochester Software Associates, Inc.
69 Cascade Drive
Rochester, NY 14614
585.262.2690
www.rocsoft.com

NEWS RELEASE

FOR IMMEDIATE RELEASE

Contact: Todd Bernhard
585.262.2690
RSAinfo@rocsoft.com

ON DEMAND 2007

Best of Show

In conjunction with InfoTrends

WebCRD from Rochester Software Associates

Wins Best of Show Award at ON DEMAND!

Boston, MA, April 17th, 2007 – Rochester Software Associates, Inc. has been recognized at this year's ON DEMAND Conference & Exposition with a Best of Show award in the Workflow Solutions category for WebCRD™, a key component of RSA's Enterprise Workflow System. WebCRD, RSA's Portal to the Print Center, won for its enterprise-grade web-based submission, production and management capabilities.

InfoTrends, a leading market research and consulting firm in the digital imaging and document solutions industry, partnered with the ON DEMAND Conference & Exposition to produce the awards program. The ON DEMAND Conference & Expo is the world's leading digital printing conference and exposition, encompassing all of the technologies that are used to create, manage, personalize, print and deliver content.

The latest version of WebCRD has introduced numerous enhancements, such as the WebCRD Production Dashboard as well as additional Enterprise Integration capabilities. The Production Dashboard

is a powerful tool that the Print Center will immediately appreciate. Administrators can manage their operations from anywhere, at anytime. Operators can see, literally 'at-a-glance', a live status of how many impressions/orders/jobs are in the production workflow, and filter by job status (i.e. received, make ready, printing, printed, etc.) and by job characteristics such as date, paper stock, and color versus B&W.

"On behalf of our terrific team of developers, support staff, and our business development team, we are proud to receive this award," noted Tim Kelly, Senior Vice President. "The incredible team that continues to enhance this product should be commended on their continued commitment. Thanks go to the people at RSA who work directly with our valued customers. It is from these relationships that we have been able to expand the usefulness of WebCRD and all RSA products to our customers and our partners alike."



RSA executives Tim Kelly, Sr. Vice President (center) and Robert Baden, President, (left) accept InfoTrends' Best of Show award

About InfoTrends

InfoTrends, a Questex Company, is the leading worldwide market research and strategic consulting firm for the digital imaging and document solutions industry. InfoTrends provides research, analysis, forecasts, and advice to help clients understand market trends, identify opportunities, and develop strategies to grow their businesses.

About Questex Media Group, Inc.

ON DEMAND is produced by Questex Media Group, Inc. (www.questex.com), a global, diversified business-to-business integrated media provider, headquartered in Newton, MA. Questex serves multiple industries including technology, beauty, travel, hospitality, leisure, home entertainment, industrial and specialty services through a range of well-established, market-leading publications, events, interactive media and integrated marketing services. The company's properties include 23 trade publications, 50 websites, and 25 conferences and tradeshows. Questex has more than 400 employees in offices throughout North America, South America, Asia and Europe.

About RSA

Founded in 1986, Rochester Software Associates (RSA) delivers Integrated Workflow Results. RSA's software solutions consolidate, optimize, and manage data center and network printing, thereby enhancing productivity and lowering costs. RSA enables Web-based print job submission and fulfillment (WebCRD), enterprise print workflow management (QDirect, QDirect.SCAN, CDPrint), printer productivity enhancements (EPSPro, BatesPrint, PadPrint), and print transform (M.I.S. Print, IPDSPrint, Mainframe Downloader, RDOPrint, VIPP Print). RSA's software solutions are sold by leaders in the printing industry.

###

©2007 Rochester Software Associates, Inc. AutoFlow, AutoStock, BatesPrint, CDPrint, Enterprise Workflow System, EPSPro, IPDSPrint, Mainframe Downloader, M.I.S. Print, PadPrint, PDF Pro, PDF Lite, QDirect, QDirect.SCAN, RDOPrint, VIPrint, and WebCRD are trademarks of RSA. Any non-RSA brands and product names mentioned herein are trademarks of their respective owners.



Rochester Software Associates, Inc.
69 Cascade Drive
Rochester, NY 14614
585.262.2690
www.rocsoft.com

NEWS RELEASE

HOLD FOR RELEASE ON MARCH 4th

Contact: Todd Bernhard
585.987.6977
Marketing@rocsoft.com

**WebCRD from Rochester Software Associates, Inc.
Wins ON DEMAND Best of Show Award... AGAIN!**

QDirect.SCAN Singled Out for Recognition as well!

ON DEMAND BEST OF SHOW 2008

In conjunction with InfoTrends

Boston, MA, March 4th, 2008 – Rochester Software Associates, Inc. has been recognized at this year's ON DEMAND Conference & Exposition with a Best of Show award in the Web-to-Print category for its WebCRD Portal to the Print Center. WebCRD won for its quick and easy job submission interface, powerful automated production workflow, and robust enterprise capabilities. In addition, QDirect.SCAN, RSA's Scan to Print Center Solution, received the Best of Show Honorable Mention award in the Workflow Solutions category. QDirect.SCAN won for its unique and time-saving workflow allowing users such as teachers to scan their hardcopy jobs and ticket them directly on a Multi-Function Printer without having to use a computer!

InfoTrends, a leading market research and consulting firm in the digital imaging and document solutions industry, partnered with the ON DEMAND Conference & Exposition to produce the awards program. The ON DEMAND Conference & Exposition is the world's leading digital printing conference and exposition, encompassing all of the technologies that are used to create, manage, personalize, print and deliver content.

WebCRD won Best of Show at last year's ON DEMAND as well, in the Workflow Solutions category. WebCRD 7.0, introduced this week, adds even more capabilities to address the Enterprise Web-to-Print space. New configurations, such as WebCRD Base and WebCRD Pro includes modules previously sold separately, at a lower price, making WebCRD easier to afford. WebCRD Enterprise System includes QDirect, RSA's Enterprise Output Manager, enabling QDirect.SCAN for both web and hardcopy job submission. WebCRD Dynamics, being introduced at ON DEMAND, automates the production of Variable Data Printing for hands-off personalization. WebCRD Analytics adds powerful data analysis and reporting tools. Advanced Job Cost Estimating adds flexible pricing models based on users and volume levels.

"We are thrilled to have this recognition from the esteemed panel of judges," noted Tim Kelly, Senior Vice President at RSA. "Since we received the award last year, we've been hard at work on making WebCRD even better. QDirect.SCAN has proven to be a big part of our customers' success as well, as hardcopy submission drives a significant percentage of production jobs, particularly in Education. These awards reinforce our commitment and we are proud to receive this award on behalf of our development team."

WebCRD, QDirect.SCAN, and other RSA's solutions are available from leading printer equipment vendors. RSA will be exhibiting at the On Demand Trade Show in Boston, March 4th – 6th, 2008 in booth 625.

About RSA

Founded in 1986, Rochester Software Associates, Inc. (RSA) delivers Integrated Workflow Results. RSA's Enterprise Workflow System includes software solutions to consolidate, optimize, and manage data

center and network printing, thereby enhancing productivity and lowering costs. RSA enables Internet-based print job submission and fulfillment (WebCRD, BatesPrint, and CDPrint), enterprise print workflow management (QDirect), printer productivity enhancements (EPSPro), and print transform (M.I.S. Print, IPDSPrint, Mainframe Downloader, RDOPrint and VIPrint). RSA's software solutions are sold by leaders in the printing industry, including Canon (NYSE: CAJ), Canon Business Solutions, Danka, IBM (NYSE: IBM), IKON (NYSE: IKN), Kodak (NYSE: EK), Konica Minolta, Ricoh, Toshiba America Business Solutions and Xerox Corporation (NYSE: XRX).

ON DEMAND Conference & Exposition

The ON DEMAND Conference & Exposition (www.ondemandexpo.com) is the world's leading digital printing conference and exposition, encompassing all the technologies used to create, manage, personalize, print and deliver content. It's about more than print on demand technology, management and strategy; it's insight into the future of the printing industry by experts who have been at the forefront of the printing business for many years.

About InfoTrends

InfoTrends, a Questex Company, is the leading worldwide market research and strategic consulting firm for the digital imaging and document solutions industry. InfoTrends provides research, analysis, forecasts, and advice to help clients understand market trends, identify opportunities, and develop strategies to grow their businesses.

About Questex Media Group, Inc.

Questex Media Group, Inc. is a global, diversified business-to-business integrated media and information provider, headquartered in Newton, MA. Questex serves multiple industries including technology, beauty, spa, travel, hospitality, leisure, home entertainment, industrial and service industries through a range of well-established, market-leading publications, events, interactive media, research, information and integrated marketing services. The company's media properties include over 100 print and digital media publications, 45 conferences, tradeshow and events, as well as a range of research, data and information products. The company's businesses are managed through operating companies including Questex Media Group; InfoTrends, Inc., Imaging Networks and; McLean Events International, Ltd, a world-leading producer of appointment-based events. The company's combined operations include more than 400 employees in offices throughout North America, South America, Asia and Europe.

###

©2008 Rochester Software Associates, Inc. AutoFlow, AutoStock, BatesPrint, CDPrint, CentralPDF, Enterprise Workflow System, EPSPro, IPDSPrint, Make Ready Integration for QDirect, Mainframe Downloader, M.I.S. Print, More Than a Storefront, PDF Pro, QDirect, QDirect.EDU, QDirect.SCAN, RDOPrint, Scan to Print Center, SurePDF, VIPrint and WebCRD are trademarks of RSA. DigiPath, DocuTech, FreeFlow and VIPP are trademarks of Xerox Corporation. JobReady is a trademark of Adobe. Any non-RSA brands and product names mentioned herein are trademarks of their respective owners.

Official Certificate of BERTL Rating

BERTL
EXCEPTIONAL



Xerox 6050A Wide format Printer/Scan System

Exceptional
CERTIFIED FIVE STAR

BERTL publishes product evaluation reviews on several hundred copiers, printers, fax, multi-functional, color and production devices every year. Out of these hundreds of devices, only a small number are recognized with the prestigious 5-Star, Exceptional rating. This rating is reserved exclusively for devices that deliver an outstanding range of business-critical features and functions, are innovative, easy to use, well-designed and represent exceptional value for the money for their target user base.

100% INDEPENDENT ANALYSIS

WWW.BERTL.COM

THE DOCUMENT COMPANY
XEROX

CopyCentre

WorkCentre

C20

M20/M20i

copy | print | scan | fax | email

Power and Performance within reach.



Office machines

with the drive to **succeed.**

Meet the CopyCentre® C20 digital copier, WorkCentre® M20 and WorkCentre® M20i copier-printers: our newest business class machines. They perform basic office tasks with intelligence, and demonstrate a knack for high-level performance, day in and day out. The tools you need, at three feature-rich levels...all of which sit comfortably on a desktop.

Extremely simple to use

Intuitive, simple to operate and incredibly convenient. Start with straightforward copy features that are a breeze to use. And add the functionality of network printing, fax and scan-to-email capabilities.

- Walk-up easy copying
- Interface is easy to understand at a glance. Press a few buttons and your task is complete
- High-quality printing on a wide range of media
- Simple print drivers for fast installation and instant productivity (M20/M20i)
- Powerful faxing in color or black-and-white (M20i)
- Scan in color or black-and-white (M20/M20i)
- Simple scanning direct to PC through USB connection (M20/M20i)

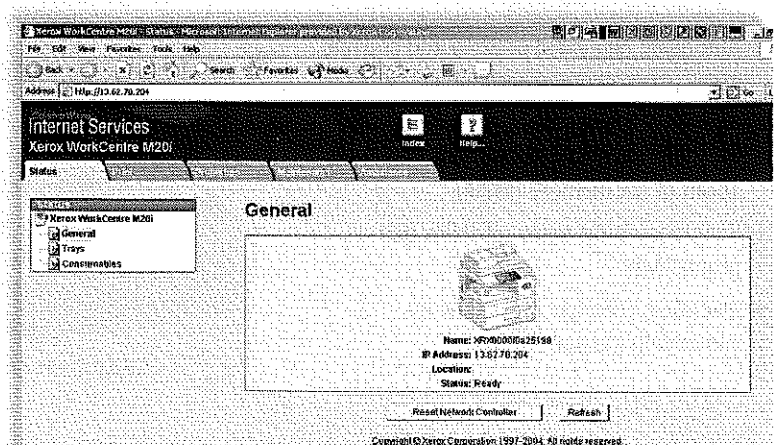
Extra smart design

Intelligent design and thoughtful feature set reduces the effort devoted to basic office tasks.

- Print directly from your network — or from the Internet (networked models*)
- Capable of feeding from multiple paper trays
- Scan to email addresses with push button ease (networked models*)
- Optical Character Recognition (OCR) and Image Editing Software are included to convert scanned images into editable text documents (M20/M20i)
- Xerox ControlCentre™ 5.0 lets you monitor fax usage, enter phonebook data and more — right from your PC (M20i)
- Remote device management tools available to easily monitor, manage and control networked devices (networked models*)

*Networked models include M20i plus M20 with optional network accessory kit

CentreWare IS gives your entire network access to WorkCentre M20i features.



The simple, intuitive design of C20 and M20/M20i control panels makes them easy to use. Many features are accessible with the touch of a single button.

Copy, fax and scan to email functions available through easy access buttons.

LCD panel shows job and machine status.

Separate button displays job status in LCD window.

Alpha-numeric keypad supports fax features.

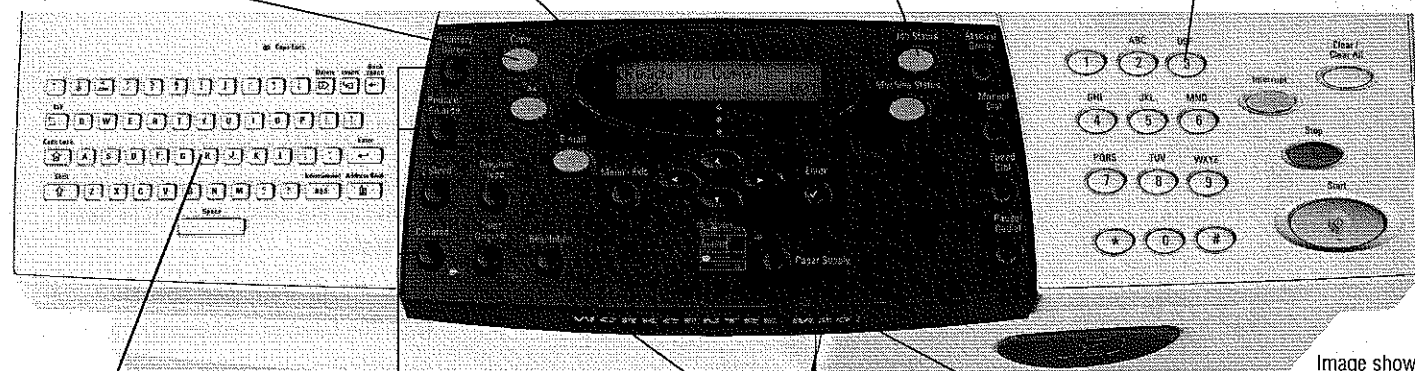


Image shown is the M20i control panel

Convenient keyboard for scanning to email.

Frequently used features such as collate, reduce/enlarge, lighten/darken are controlled by separate buttons.

Select two-sided copying with just one button push.

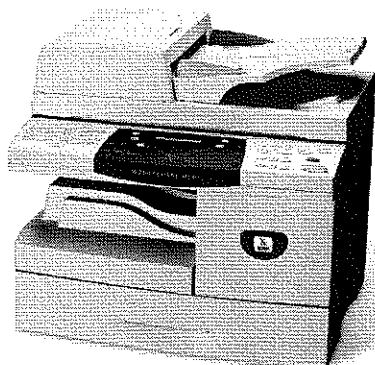
Device status display shows whether the system is ready or needs attention.

Excellent performance

CopyCentre C20 copier and WorkCentre M20 and WorkCentre M20i copier-printers come packed with a full range of high-performance features you won't find on other office machines in this class:

- 22 ppm (Letter) speeds
- Automatic two-sided printing and copying saves paper and produces more professional looking documents
- Ultra-fast 33.6Kbps fax transmission with 16MB of fax memory (M20i)
- Scan-once-print-many reliability and productivity
- Electronic collation saves time by eliminating manual sorting

- 100-sheet bypass tray supports envelopes, transparencies and special media
- Optional second paper tray increases capacity to 1,200-sheets



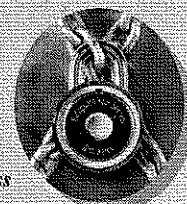
WorkCentre M20i

Rock-solid reliability.

The Xerox name is synonymous with quality, innovation and service. It also means day-in, day-out reliability. CopyCentre C20 copiers and WorkCentre M20/M20i copier-printers are extremely durable, designed and built to perform flawlessly in today's high-speed, high-pressure workgroup settings.

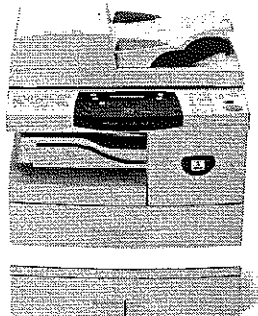
Security

With WorkCentre M20/M20i, you stay in control. It offers network device access protection that's safe and flexible. In addition, the fax capabilities on the M20i include a secure fax mode, so sensitive information prints out only when you want it to.



Call today. For US and Canada product information, call 1-877-362-6567. To speak to a US Sales Representative, call 1-800-ASK-XEROX. Or visit us at www.xerox.com/office

CopyCentre® C20 / WorkCentre® M20 / M20i



Second Paper tray Option

CONFIGURATIONS	CopyCentre® C20	WorkCentre® M20	WorkCentre® M20i
Copy/Print			
Speed	22 ppm		
First copy out time	< 8 seconds		
Resolution	600 x 600 dpi	up to 1200 dpi	
Processor	N/A	32-bit RISC processor with video controller functionality	
Connectivity	N/A	USB 2.0, Parallel	USB 2.0, Parallel, 10/100 BaseT Ethernet
Scan			
Resolution	N/A	600 x 600 dpi, 4800 dpi interpolated	
Scan-to-email	N/A	optional	standard
Fax			
Speed	N/A	N/A	33.6 Kbps
Resolution	N/A	N/A	presets up to 400 x 400 dpi
Paper Handling			
Automatic 2-sided	Standard		
Paper input capability	550-sheet Standard Tray, 100-sheet Bypass Tray		
Paper output	250-sheet Output Tray		
Productivity			
Standard features	50-sheet Duplex Automatic Document Feeder, Scan-Once-Print-Many Electronic pre-collation		
			Network printing, Scan-to-Email, Remote Device Management Tools
Optional accessories	550-sheet Feeder, Cabinet Stand, Foreign Device Interface		
		Optional Network Accessory Kit	
Duty cycle	Up to 20,000 pages per month		

SPECIFICATIONS

Copying

Speed: 22 copies per min. (letter); 21 copies per min. (A4)
 Resolution: 600 x 600 dpi
 First Copy Out: < 8 seconds
 Full Duplex: Yes (1-2, 2-2, 2-1)
Reduce/Enlarge
 Platen: 25 - 400% in 1% increments
 OADF: 25 - 100% in 1% increments
 Productivity: Scan Once Print Many, Electronic Pre-Collation standard
 Multiple Copies: Up to 999 copies of multiple page originals

Printing (M20, M20i)

Technology: Laser monochrome
 Speed: 22 ppm Letter; 21 ppm A4
 Resolution: 600 x 600 dpi; 1200 x 1200 dpi interpolated
 First Print Out: < 9 seconds
 Two-Sided: Yes
 Page Description Language (PDL): PCL6 emulation Standard; PostScript 3 printing support (Network products)
 Print Drivers: Windows 98/NT4.0/2000/Me/XP, MAC OS
 Interfaces: USB 2.0 standard on M20 and M20i (USB cable included); Parallel Port, IEEE 1284, 10/100baseT Ethernet standard on M20i, optional on M20

Scan (M20, M20i)

Compatibility: TWAIN standard
 Technology: Direct Connect to PC (USB); Parallel Port, IEEE 1284
 Scan Resolution:
 Optical Resolution: 600 x 600 dpi
 Interpolated Resolution: 4800 dpi
 Pre-scan: 75 dpi
 Depth:
 Monochrome: 1 bit
 Text and Halftone: 20 bit
 Color: 60 bit
 Scan Driver: TWAIN Standard
 Bundled OCR Software: PaperPort SE 9.0, OmniPage SE v2.0

Faxing (M20i)

Transmission Speed: 3 seconds per page
 Communication Mode: Half Duplex
 Modem Speed: 33.6 Kbps
 Data Compression: JBIG, MMR/MR/MH (JPEG for color fax transmission)
 Resolution: pre-sets up to 400 x 400 dpi
 Fax Memory: 16 MB
Dialing
 Speed Dials Up to 200 locations
 Group Dials Up to 199 supported
Fax Features
 Halftones: 256 levels
 Color Fax Tx/Rec: Yes/No
 Secure Fax: Receive Mode, secure mailbox
 Battery Backup: Up to 100 hours when fully charged

Email (M20i, Optional M20)

Scan to SMTP addresses
 Local user access and authentication
 Device network access and authentication
 Guest mode access is available
 Network address list search via LDAP

Accessories

Network Accessory Kit (M20) (customer installable)
 Adds 32MB Memory, Ethernet NIC, PostScript® 3 printing support, Email Keyboard, and applicable software and documentation
 Second Paper Tray
 Cabinet Stand
 Foreign Device Interface (Service Install)

Media Handling

Input Paper Capacity
 Standard Tray: 550 sheets, optional second tray (550 sheets)
 Bypass Tray: 100 sheets
 Auto Tray Switching Capable
Paper Size
 Minimum: 5 in. x 7 in./127 x 176 mm
 Maximum: 8.5 in. x 14 in./216 x 356 mm
Paper Weight
 Standard Tray: 16 - 24 lbs/60 - 90 gsm
 Bypass Tray: 16 - 43 lbs/60 - 163 gsm
 Document Handler: 50 Sheets
 Output Tray Capacity: 250 Sheets
 Media Types: Paper, envelopes, labels, transparencies

Physical Dimensions (WxDxH):

21.3 in. x 17.4 in. x 19.2 in. / 540 x 441 x 488 mm
 21.3 in. x 17.4 in. x 24.4 in. / 540 x 441 x 619 mm with Second Paper Tray
 Weight: 58 lb / 26 kg; 67 lb / 30 kg with Second Paper Tray

Electrical

Power Switch: Yes
 Power: 110 VAC, 50/60 Hz or 220 VAC 50/60 Hz
 Power Consumption:
 Average: 450 watts
 Power Saver Mode: 35 watts
 Energy Saver: ENERGY STAR® Compliant

Operating Environment

Temperature
 Maximum Range 50° - 89.6°F/10° - 32°C
 Recommended Range 60.8° - 86°F/16° - 30°C
Humidity
 Maximum Range 20 - 80%
 Recommended Range 30 - 70%
 Device Memory: C20: 32 MB, M20: 32 MB, M20 (with Network Accessory Kit): 64 MB, M20i: 80 MB
 Device Management: ControlCentre™ 5.0, CentreWare Internet Services (Networked Products) CentreWare Web, CentreWare DP, NDPS and HP Openview

Supplies

Approximate Yields
 Toner Customer Replaceable Unit (CRU) - Starter kit: 4,000 images*; Replacement kit: 8,000 images
 Drum Cartridge Customer Replaceable Unit (CRU) - 20,000 images*
 *Capacities are approximate, based on 5% coverage on a letter/A4-sized page

Agency Approvals

Safety: UL Safety
 CSA Safety

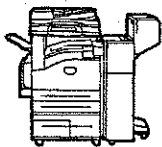
The CopyCentre C20 and WorkCentre M20/M20i are designed to be customer-installable solutions.



© 2004 Xerox Corporation. All rights reserved. Xerox®, The Document Company®, the digital X®, CopyCentre®, WorkCentre® and ControlCentre are trademarks of Xerox Corporation. In support of Xerox's environmental leadership goals, these models may contain some recycled components that are reconditioned. Support Center Practices (SCP) Certification is a registered trademark of Service Strategies Corporation. OmniPage® and PaperPort® are registered trademarks of ScanSoft, Inc. ENERGY STAR® is a registered mark. As an ENERGY STAR® Partner, Xerox Corporation has determined that these products meet the ENERGY STAR® guidelines for energy efficiency. Terra Choice Environmental Services, Inc. of Canada has verified that these products conform to all applicable Environmental Choice EcoLogo requirements for minimized impact to the environment. Product appearance, build status and/or specifications are subject to change without notice. Printed in U.S.A. 5/04 36 USC 220506 61P9719190 W20R-01UA



WorkCentre®
5222
Black-and-white
Multifunction Printer



Xerox WorkCentre® 5222 Multifunction Printer Evaluator Guide



About this Guide

This guide introduces you to the Xerox WorkCentre® 5222 Multifunction Printer, explains its key features and performance advantages, and provides guidance throughout your printer evaluation process.

Contents

Section 1: Introducing the WorkCentre 5222 Multifunction Printer

- 3** Product Overview
- 5** WorkCentre 5222 Specifications

Section 2: Evaluating Multifunction Printers

- 6** Overview
- 7** Evaluate Productivity
- 8** Evaluate Installation and Deployment
- 9** Evaluate Ease of Use
- 10** Evaluate Ease of Management
- 11** Evaluate Reliability
- 12** Evaluate Versatility
- 16** Evaluate Security Capabilities
- 18** Evaluate Cost Control

Section 3: Configurations, Specifications, Supplies, Support and Additional Information Sources

- 19** Configuration Summary
- 20** Specifications
- 21** Supplies and Options
- 22** Support and Additional Information Sources

Section 1: Introducing the WorkCentre 5222 Multifunction Printer

Product Overview

With exceptional copier performance, advanced printing capabilities, and powerful scanning and faxing, the WorkCentre 5222 is all about productivity. The modular and easy-to-manage WorkCentre 5222 multifunction printer (MFP) is packed with high-end features to deliver a level of productivity above and beyond your typical office MFP.

Redefining workgroup productivity

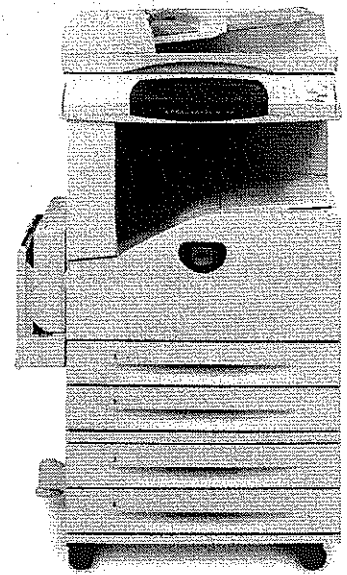
Whether your organization needs exceptional copier performance or the added power of printing, scanning and faxing, the WorkCentre 5222 is all about productivity. A host of time-saving features boost workgroup-efficiency, and advanced workflow solutions streamline the tasks users perform every day.

- Print and copy speeds up to 22 ppm and a scan speed of up to 55 ipm keep up with your busy pace.
- A robust copier that can handle your workgroup's volumes and offers convenient features, including ID card copy, which scans both sides of an ID card and prints them face-up on a single sheet of paper.
- Powerful scanning tools let you back up critical documents — converting them into digital files for easy sharing and archiving while reducing the amount of physical storage space required.
- Introduce new workflows or automate repetitive processes within the office environment by automatically routing documents to predefined locations.

Simplicity in design

With fast deployment and easy support, your WorkCentre 5222 is ready to deliver the performance you need, when you need it. Helpful tools make it easy to maintain complete control — allowing you to keep costs to a minimum.

- Cost control features include an internal Auditron, which lets administrators set limits for print, copy, fax and scan functions by user.
- Confidential data stays private over your network thanks to features such as network authentication, print and scan encryption for safe data transfers, and image overwrite.
- Xerox CentreWare Internet Services simplifies installation and network administration, providing quick access to device status. Automatic email alerts notify administrators or users of events that require attention, such as low toner levels.
- PC, Mac or Unix, the WorkCentre 5222 excels in any environment.
- MeterAssistantSM automatically collects and securely submits your device meter reads to increase billing accuracy, while SuppliesAssistantTM proactively manages toner supplies and monitors usage to ensure you have the right supplies at the right time.



Flexibility

Choose a powerful tabloid-size copier and add printing, scanning and faxing capabilities to optimize your workgroup's productivity. As your work volume increases, the WorkCentre 5222 is ready to expand to meet your business needs.

- Print documents up to 11 x 17 in. / A3 with automatic duplexing, useful finishing options and multiple paper tray configurations.
- Comprehensive security includes the tools you need to restrict access, track usage and protect confidential data. Security features include Secure Print, Secure Fax, print and scan encryption, Image Overwrite, IP filtering, built-in support for SNMPv3.0, and submission for Full System Common Criteria (ISO 15408) certification.
- Whether using the walk-up interface or controlling the device via the print driver, the WorkCentre 5222 is extremely easy and intuitive to use.
- Add functionality and integrate customized workflows built on the Xerox Extensible Interface Platform (EIP).

WorkCentre 5222 MFP Specifications



Copier

The WorkCentre 5222 Copier includes the following features:

Performance

- Copy speeds of up to 22 ppm
- First-Copy-Out-Time (FCOT) as fast as 4.3 seconds
- Up to 600 x 600 dpi copy resolution
- 256 MB std. / 512 MB max. memory
- USB 2.0
- Optional 40 GB Hard Drive

Paper Handling

- Duplex Automatic Document Feeder (DADF) — 75-sheet capacity, up to 55 ipm
- Bypass tray — 100-sheet capacity
- Trays 1-2 — 500-sheet capacity each
- Customer chooses one: Mobile Stand; Two-Tray Module (500-sheet capacity each tray); High-Capacity Tandem Tray (one 800-sheet tray, one 1,200-sheet tray)

Reliability

- Duty cycles up to 70,000 images/month
- Xerox Total Satisfaction Guarantee

Copy Feature Highlights

- Automatic two-sided output, ID Card Copy, Build Job*, booklet creation*, cover insertion, Sample Job*, Image Overlay*, Watermarks



Printer/Copier

Builds on the WorkCentre 5222 Copier with the addition of a 40 GB Hard Drive plus:

Printer Kit

- First-Page-Out Time (FPOT) as fast as 12 seconds
- Up to 1200 x 1200 dpi print resolution
- 256 MB memory included with printer kit for max memory of 512 MB
- Power PC 333 MHz processor
- 10/100Base-TX Ethernet

Print Feature Highlights

- Automatic two-sided output, secure print, delay print, Sample Set, booklet creation, Watermarks, Annotation



Optional

Black-and-white Scan to Email Kit

- **Destinations:** Scan to Email, Scan to mailbox
- **Scan Speed:** Up to 55 ipm black-and-white
- **Resolution:** Up to 600 x 600 dpi
- **File Formats:** PDF, TIFF, Multipage TIFF, XPS

Black-and-white Network Scan Kit (includes email capabilities)

- **Additional Destinations:** Scan to PC, Scan to home, Network scanning
- **Scan Speed:** Up to 55 ipm black-and-white
- Job Flow Sheets (routing templates)

Scan to PC Desktop SE

Scan to PC Desktop Professional

One-Line Fax Kit

- **Fax Speed:** 33.6 Kbps fax modem
- **Phone-line fax:** MH, MMR, Super G3 compression
- **Features:** Walk-up fax (one-line), LAN fax (requires printer/copier configuration), fax forward to electronic destinations, two-sided send and receive, print on fax up to 11 x 17 in. (A3)

Internet Fax Kit (requires fax kit)

Server Fax Kit (PSTN fax options not required)

Integrated Office Finisher

- 500-sheet stacker
- 50-sheet single-position stapling

Adobe® PostScript® 3™ Kit

Network Accounting Kit

Security Kit

- Disk Image Overwrite
- Data Encryption
- Audit Log

Secure Access Unified ID System

256 MB additional memory (Copier configuration only)

Foreign Device Interface

* Feature requires optional Hard Drive for Copier configuration.

Section 2: Evaluating Multifunction Printers

Overview

Based on continuous study of our customers' business-productivity requirements, it is recommended that the following criteria be used when evaluating which MFP to purchase for your office.

Productivity

Can the MFP keep up with the demands of your daily and monthly workloads?

Installation and Deployment

How does the MFP simplify the deployment process?

Ease of Use and Management

Does the MFP include tools and features to lighten the load for your IT staff?

Reliability

Is the MFP robust enough to meet your demands, and is it backed by quality service?

Versatility

Can the MFP be customized to meet your organization's specific needs?

Security

Does the MFP help keep confidential information private?

Cost Control

Can you monitor and control your organization's cost of printing?

This section examines each of the above evaluation criteria in greater detail, covering the specific features and performance attributes you should look for in a black-and-white MFP. When the same criteria are used to evaluate every device under consideration, you'll see how the WorkCentre 5222 excels against other manufacturers' products.

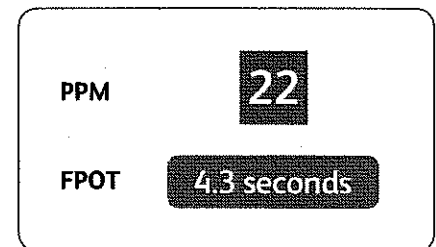
Evaluate Productivity

In addition to actual print engine speed, consider attributes that affect overall throughput. Are the copy, print, scan and fax features powerful enough to support the demands of busy workgroups? Does the MFP include other capabilities to increase users' productivity, like expanded paper capacity and a Duplex Automatic Document Feeder (DADF) for processing originals? Does the MFP come ready to connect to your network? Is the device appropriately sized for the entire workgroup? Does the MFP deliver the image quality users require for high-quality business output? Does the MFP stay available for programming even while busy with other tasks? Can device functions be monitored from a desktop and/or at the device?

How the WorkCentre 5222 MFP exceeds the productivity requirement

Performance

The WorkCentre 5222 delivers fast output that quickly processes heavy workloads, with speeds of up to 22 ppm. Multipage and double-sided copy, scan and fax jobs are quickly processed with a 75-sheet DADF, which minimizes time spent feeding originals into the device. A first-page-out time (FPOT) as fast as 4.3 seconds means less waiting for jobs to begin.



Network Capabilities

Performance isn't limited to raw document feeds and speeds. The WorkCentre 5222 utilizes a Power PC 333 MHz network controller with 512 MB of memory and a 40 GB hard drive; it's built to process large, complex jobs. In addition, 10/100Base-TX Ethernet connectivity comes standard for high-speed network deployment.

The WorkCentre 5222 is network-friendly, as well. With RAM collation, files are sent over the network just once, no matter how many sets are printed. Job pipelining optimizes system performance by allowing the device to process print jobs even if the print engine is busy with an earlier job.

Image Quality

With up to 600 x 600 dpi copy resolution and up to 1200 x 1200 dpi print resolution, the WorkCentre 5222 generates high-quality copies and prints with crisp text and images. Plus, Xerox Emulsion Aggregation High Grade (EA-HG) toner — chemically grown to produce smaller, more uniformly sized particles — delivers excellent shadowing and outstanding fine-line detail.

The WorkCentre 5222 also features multiple page description languages (PDLs), including emulations for PCL® 5e and PCL® 6, and optional Adobe® PostScript® 3™.

Concurrency

The WorkCentre 5222 device's network controller helps prevent device bottlenecks. Scan and fax jobs can be programmed and executed without waiting for the print engine to become available, while newly programmed copy jobs will join the job queue and be executed when earlier jobs are completed. By keeping the front panel available for programming while the print engine is busy, users can stay productive and avoid idle time waiting for the MFP.

Monitoring System Status

With the WorkCentre 5222, up-to-date information on every processed job — print, copy, scan, email or fax — plus in-depth device information, is always at users' fingertips. Whether at the device or from a desktop, documents and jobs can be managed through an integrated job queue with a few mouse-clicks or button pushes.

Evaluate Installation and Deployment

Installing and deploying MFPs organization-wide can be a time-consuming, complicated process. Consider the ease with which the device will integrate into the existing network infrastructure. Also, evaluate the process required to deploy printing and scanning services to your users, and whether the device includes helpful tools that automate the process.

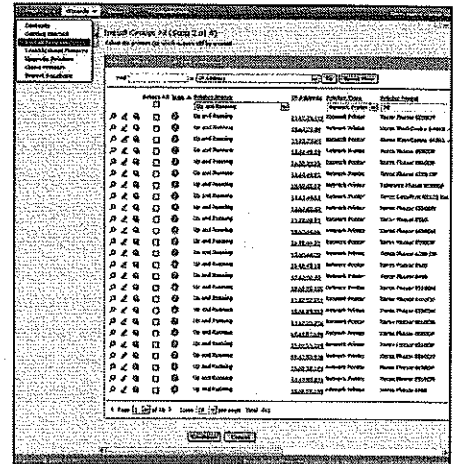
How the WorkCentre 5222 exceeds the installation and deployment requirements

Installation

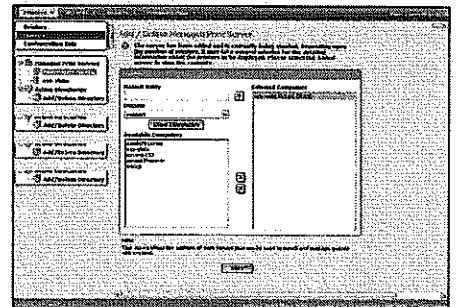
The WorkCentre 5222 device's 10/100Base-TX Ethernet connection features automatic IP addressing, device naming, and Ethernet speed sensing for simple, automatic network installation. Management and system setup can be accomplished through a variety of means, including easy wizard-based processes found within Xerox CentreWare® Web. Plus, the cloning feature enables network installation of multiple devices with identical settings, eliminating the need to set up each device individually.

Deployment

The WorkCentre 5222 device's print and scan drivers can be deployed centrally, eliminating the need for IT staff to perform desk-to-desk manual installation of the driver software. Again, CentreWare Web wizards are provided to aid in the processes of installing, troubleshooting and upgrading print and scan drivers, freeing up IT staff for more pressing projects. Driver support is delivered for Windows (2000 / Server 2003 / XP / Vista), including most with 32- and 64-bit drivers, Macintosh OS (10.3 and above), and multiple UNIX and Linux platforms.



CentreWare Web helps administrators quickly install, configure and troubleshoot all networked printers and MFPs — regardless of manufacturer.



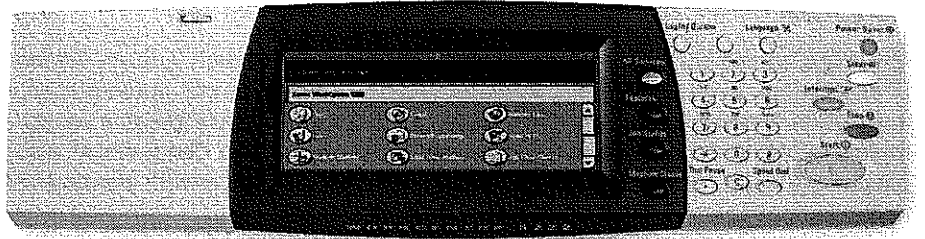
Evaluate Ease of Use

Look for fully integrated functions that work together to create more value than the sum of their parts. Are the functions easy to learn? Is the user interface consistent from function to function?

How the WorkCentre 5222 exceeds the ease-of-use requirement

Front Panel User Interface

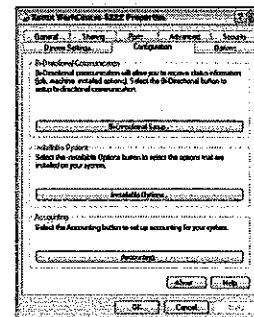
The WorkCentre 5222 features a touch-screen UI that's easy to learn and enables quick job programming and total control of copy, scan and fax functions. The touch-screen UI is intuitively organized, with the most commonly accessed features on the default screen and tab-based access to advanced programming features. Additional buttons accompany the touch-screen UI for number and text entry, accessing management features and executing jobs (with the familiar green Start button). Plus, third-party applications can be integrated with the touch-screen UI for customized workflow solutions (for more information, see Extensible Interface Platform on page 15).



The WorkCentre 5222 multifunction printer's front-panel user interface features a large, intuitive touch screen.

Bi-directional Print Drivers

The WorkCentre 5222 utilizes bi-directional print drivers, which allow for easy job programming and provide updated system-status information. Much like the touch-screen UI, the print drivers are intuitively organized by tabs. The most commonly used features are located on the default tab, with advanced features easily accessible when programming more complex jobs. The print drivers also provide bidirectional information such as system status, job status, currently loaded paper sizes, installed options and more.



Bi-directional print drivers provide real-time consumable-level status.

Evaluate Ease of Management

Can you access current system status to avoid downtime? Does the device include additional software to take full advantage of your digital documents? Is the device easy for your IT organization to manage as part of its infrastructure?

How the WorkCentre 5222 exceeds the ease-of-management requirement

Network Management

The WorkCentre 5222 seamlessly integrates into virtually any network environment. Network configuration is made simple with CentreWare Web configuration wizards, which eliminate the need for IT staff to perform tasks at the front panel of each networked device. The WorkCentre 5222 includes support for multiple native network environments, including TCP/IP, IPv6, SNMP, SMB, AppleTalk and IPP.

Xerox CentreWare Software

Xerox CentreWare Web (CWW) software is a powerful device management solution for IT departments. CWW is free software that eases the chore of installing, configuring, managing, monitoring and pulling reports from the networked printers and multifunction printers throughout your enterprise — regardless of vendor. Xerox also addresses enterprise asset management through compatibility with network management tools for Sun, Microsoft and other environments.

The WorkCentre 5222 also includes CentreWare® Internet Services (CWIS), an embedded web server that allows employees and IT personnel to perform detailed status checks on the device and consumables, administer system settings, and manage access and accounting controls via any standard web browser.

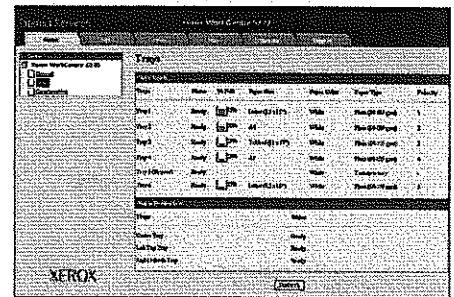
Automated Supplies Replenishment

Xerox offers Smart eSolutions, an application for automating and simplifying device management and ownership. There are two Smart eSolutions applications: MeterAssistant and SuppliesAssistant.

- **MeterAssistantSM** automatically collects and securely submits your device meter reads to Xerox using a built-in audit process to increase billing accuracy
- **SuppliesAssistantTM** proactively manages toner supplies and monitors usage to ensure you have the right supplies at the right time

Xerox Office Services

Lastly, Xerox offers a host of productivity-enhancement services for managing an office's document output and asset infrastructure. These services deliver measurable business results by leveraging a powerful set of office technologies, business processes, methodologies and software tools to reduce costs and improve productivity. These offerings are summarized in Section 3 of this guide.



CentreWare IS allows remote administration of the WorkCentre 5222 device's system settings, user access, accounting controls, and more.



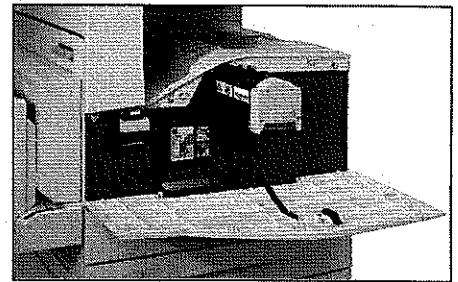
Evaluate Reliability

Office productivity relies on tools that reliably perform their jobs day in and day out. Consider how often users need to intervene to replace paper or other consumables or to clear jams. How easy is such an intervention, and what is the typical amount of device downtime? If outside assistance is required, how easy is it to arrange, and what's the typical response time?

How the WorkCentre 5222 exceeds the reliability requirement

Day-to-Day Reliability

The WorkCentre 5222 is designed to provide maximum system reliability and uptime. Simple paper paths and a minimum of moving parts help optimize day-to-day reliability and contribute to a monthly duty cycle of up to 70,000 pages. Rare paper jams or misfeeds can be cleared through access doors on the front of the machine — users can proactively resolve most issues, reducing calls to the IT help desk. Xerox SMart Kit™ technology also helps minimize downtime by predicting when critical parts might fail and proactively prompting administrators to order a replacement unit. SMart Kit replaceable units are as simple and easy to replace as toner cartridges. Further, if a WorkCentre 5222 does experience an interruption in service, CentreWare alerts can be configured to inform IT staff.



Xerox SMart Kit™ consumables proactively prompt administrators to order replacements to avoid downtime, and are as easy to replace as toner cartridges.

Evaluate Versatility

How many functions can the device perform? Will it support the media types and capacities required by users' workloads? Does the device offer the kinds of finishing options that will help users get their jobs done more efficiently? Does the device include advanced technology that allows the integration of customized document workflows?

How the WorkCentre 5222 exceeds the versatility requirement

Copy Features

The WorkCentre 5222 supports the daily copying volumes of small to medium workgroups, offering output speeds of up to 22 ppm. The 75-sheet DADF quickly processes multipage jobs, automatically scanning two-sided originals at speeds up to 55 ipm.

A rich set of copy features enables the creation of ready-to-distribute hard copies. Copy feature highlights include:

- **ID Card Copy** scans both sides of an ID card and prints it faceup on a single sheet of paper.
- **Automatic booklet creation*** prints multiple letter-size pages onto tabloid-size media for folding into a booklet.
- **Automatic tray selection** selects correct tray for specified media with no user intervention.
- **Automatic two-sided copies** creates two-sided copies of single- or double-sided originals.
- **Annotation and Bates Stamping** a key feature for legal and health-care environments, adds sequential page numbering, date, and time marks, copyright information, and other information to copy output. (Requires Printer/Copier configuration.)
- **Electronic pre-collation** collates multiple-set copies in memory to maximize output speed.
- **Multi-up** prints multiple original pages onto a single copied page.
- **Sample set*** prints the first copy set for verification before releasing the remaining sets.
- **Store and recall job programming*** store settings for complex, commonly executed copy jobs.
- **Watermarks** adds labels such as "Draft," "Confidential," or customized messages to printed documents.

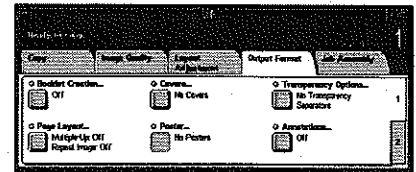
* Feature requires optional Hard Drive for Copier configuration.

Print Features

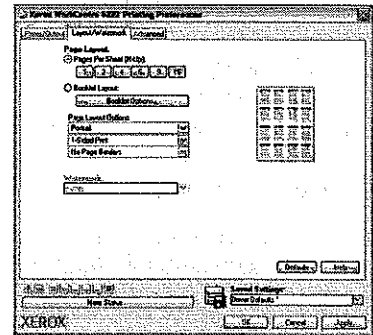
As with copying, the WorkCentre 5222 offers output speeds to fit your organization's specific needs. Print speeds of up to 22 ppm quickly handle average daily print jobs.

Building on the impressive printing performance is a complete array of print features, highlighted by:

- **Booklet creation** formats and organizes electronic documents for printing as hard-copy booklets.
- **Cover selection** Allows the choice of specialty media for cover pages.
- **Secure print** print jobs are held in memory until a PIN code is entered at the front panel, ensuring prints are not left unattended in the output tray.



The WorkCentre 5222 provides a rich set of copy and print features.



- **Transparency interleave** inserts blank or printed plain paper between printed transparencies.
- **Watermarks** adds labels such as “Draft,” “Confidential,” or customized messages to printed documents.

Scan Features

The WorkCentre 5222 offers a complete set of scanning capabilities, both for companies that routinely digitize hard copy documents and those just beginning to implement digital processes. The 75-sheet DADF processes single- and double-sided originals at up to 55 ipm, meaning even long scan jobs are processed quickly. Scanning serves as a digital on-ramp for hard-copy documents, enabling them to be distributed, edited, archived, and utilized by networked users.

The WorkCentre 5222 offers both color and black-and-white scanning solutions that address the functionality required by a wide range of business needs:

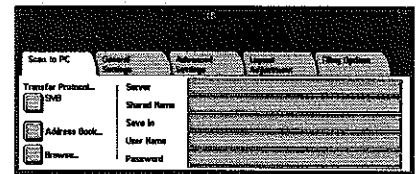
- **Optional Black-and-white Scan to Email Kit**
 - **Scan to Email** send scanned images to email recipients, with authentication and LDAP for network security and integration.
 - **Scan to Mailbox** stores scanned images on hard drive for retrieval at desktop
- **Optional Black-and-white Network Scan Kit** Builds on the Scan to Email Kit by adding:
 - **Scan to PC** scans documents directly to any PC selected from the local address book or by browsing the network on the front panel UI.
 - **Scan to Home** sends scanned images to a preassigned “home” destination such as an email address, FTP location or folder.
 - **Network scanning** templates enable transportation of scanned images to multiple predefined locations.

In addition to a flexible set of destinations and additional software, the WorkCentre 5222 includes a set of scan features highlighted by:

- **File formats** support for TIFF, multipage TIFF, PDF, Secure PDF, XPS
- **Job Flow Sheets** facilitate routine workflows like expense report applications or electronic routing and storing of incoming faxes. One simple scan-to-mailbox operation automatically distributes scanned files to multiple fax numbers, email addresses, and network servers (included with Network Scanning).
- Scan resolution up to 600 x 600 dpi.

Additional Xerox scan software is available to expand the capabilities of your WorkCentre 5222:

- **Xerox Scan to PC Desktop** bundles Nuance® PaperPort® software for scanning, organizing and sharing images with Nuance OmniPage® software, which converts hard copy documents into searchable, editable electronic files.
- **Xerox SMARTsend** eases the process of editing metadata, choosing file formats, and distributing scanned files to multiple destinations, including remote printers, email, network folders, mailboxes, fax destinations, and more.



Powerful scanning capabilities help streamline your office document workflows.

Fax Features

The WorkCentre 5222 offers optional fax capabilities that help further consolidate office devices. These full-featured fax kits, combined with the concurrency of the WorkCentre 5222, eliminate the need for a dedicated fax machine.

Fax Kits include:

- **One-Line Fax Kit**
 - **Walk-up fax** traditional one-line, 33.6 Kbps phone-line faxing via front panel.
 - **LAN fax** transmits faxes digitally from desktop computers via print driver (requires Printer/Copier configuration).
 - **Fax forward to multiple destinations*** distributes received faxes to preset email addresses, FTP or SMB location, or another fax for archiving and distribution.
- **Internet Fax Kit** transmits faxes digitally via the internet with support for SMTP and POP3.
- **Server Fax Kit** Connect to your company's fax server (PSTN fax not required).

In addition to a flexible set of destinations, the WorkCentre 5222 includes a set of fax features highlighted by:

- **Large format support** print received faxes on 11 x 17 in. paper.
- **Two-sided fax** send and receive two-sided documents.
- **Secure fax** holds received faxes until PIN code is entered.
- **Format support**
 - **Phone-line fax** MH, MMR, Super G3
 - **Internet fax** Tiff

* Requires an optional Scan Kit to forward to electronic destinations

Media Support and Capacity

The WorkCentre 5222 gives you two paper tray options to fit your needs. For organizations that print higher volumes of oversize documents, the Two-Tray Module offers two total trays capable of handling up to 1,000 sheets of 11 x 17 in. (A3) paper. The highest-volume environments can add the High-Capacity Tandem Tray module to bring total capacity up to 3,100 sheets. Paper capacity and media support offered by the WorkCentre 5222 include:

	Capacity	Custom sizes	Media weights
Standard Trays Bypass Tray	100 sheets	3.5 x 3.9 in. (89 x 99 mm) to 11 x 17 in. (A3)	16 lb. bond to 80 lb. cover (60 to 215 gsm)
Tray 1	500 sheets	5.5 x 7.2 in. (140 x 182 mm) to 11 x 17 in. (A3)	16 lb. bond to 28 lb. bond (60 to 105 gsm)
Tray 2	500 sheets	5.5 x 7.2 in. (140 x 182 mm) to 11 x 17 in. (A3)	16 lb. bond to 80 lb. cover (60 to 215 gsm)
Duplex Automatic Document Feeder (DADF)	75 sheets	5.5 x 8.3 in. to 11.7 x 17 in. / 140 x 210 mm to 297 x 432 mm	16 to 32 lbs. (38 to 128 gsm)

	Capacity	Sizes	Media weights
Choose One Two-Tray Module	Trays 3 and 4: 500 sheets each	5.5 x 7.2 in. (140 x 182 mm) to 11 x 17 in. (A3)	16 lb. bond to 80 lb. cover (60 to 215 gsm)
High-Capacity Tandem Tray	Tray 3: 800 sheets; Tray 4: 1,200 sheets	8.5 x 11 in. (216 x 297 mm) (A4)	16 lb. bond to 80 lb. cover (60 to 215 gsm)

Finishing Features

The WorkCentre 5222 offers multiple finishing choices to ensure users have the document-creation capabilities they need.

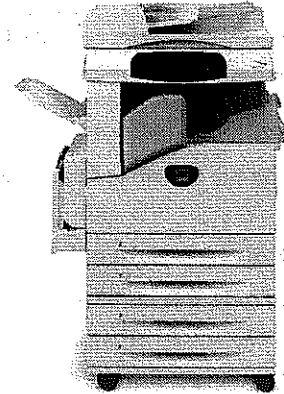
When purchasing a WorkCentre 5222, consider the following addition:

- Integrated Office Finisher
 - 500-sheet stacking
 - 50-sheet single-position stapling

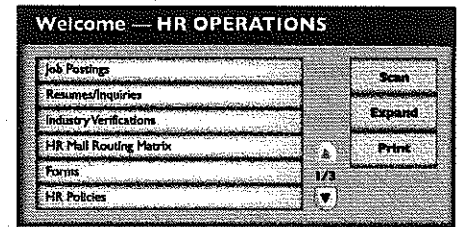
Customized Workflows

Xerox Extensible Interface Platform (EIP) technology allows system administrators to customize the WorkCentre 5222 device's touch screen UI to prioritize the tools workgroups use most. Menus and workflows specific to your business or workgroup, such as "fax to accounts payable" or "submit to claims department" can appear on the touch screen. EIP enables a variety of applications that extend the power of your WorkCentre 5222 by allowing users to securely find, save, print and share critical information with just a few easy steps on your system's touch screen.

- Access and print information without the use of a computer.
- Simply scan information and store or distribute it according to predefined workflows.
- Control costs with user-friendly accounting right from the device's touch screen.
- Simplify complex fax distributions.
- Improve device management processes with custom displays.
- Connect with a variety of advanced partner solutions developed to further streamline specific business processes.



WorkCentre 5222 shown with optional Integrated Office Finisher.



Xerox EIP technology allows system administrators to customize the WorkCentre 5222 device's touch screen.

Evaluate Security Capabilities

Do the devices under evaluation include the security features required to meet your business needs? Can device access be password protected? Can the device remove latent images from its hard drive? Are features in place to protect confidential documents? Does the vendor participate in testing and certification programs to guarantee data security?

How the WorkCentre 5222 exceeds the security requirement

Integrated Security

Security is a critical competency in today's business environment. The technology you deploy within your organization must include the necessary capabilities to protect sensitive data. The WorkCentre 5222 device delivers security features that safeguard confidential information at all points of document vulnerability:

Document

- **Password-protected PDF** protects scanned files by establishing a PIN access code for viewers.
- **Secure fax** requires entry of a PIN access code before the received fax is printed.
- **Secure print** holds print jobs until released at the device by the job owner.

Device

- **Audit log** tracks printing, scanning and network fax activities by user, time and date
- **Hide job and user name display** hides job names when non-authenticated users view job queue.
- **Secure Access Unified ID System™** magnetic card-based access streamlines authentication and walk-up access to device features.
- **Network Authentication** restricts access to device features and management settings by validating user names and passwords, with SMB, LDAP, LDAP+SSL, and Kerberos integration.

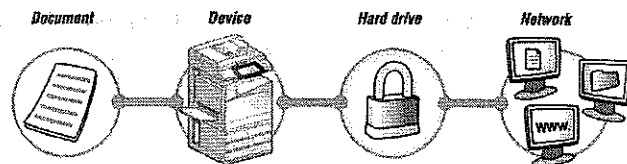
Hard Drive

- **Encrypted disk drive** applies 128-bit encryption to data stored on the device's hard drive.
- **Image overwrite** electronically "shreds" data stored on the device's hard drive using an algorithm specified by U.S. Department of Defense Directive 5200.28-M.

Network

- **Digitally signed documents** creates signatures using a variety of methods, including S/MIME, password encryption and device certificates.
- **Encrypted email** encrypts email messages sent by the device to your email server.
- **Fax and network isolation** controller architecture separates the network connection and the fax telephone line to avoid incoming fax-based network attacks.

- **IP Filtering** restricts access to the device by IP address or range of IP addresses.
- **IEEE 802.1x protocol** ensures devices connected to the network are properly authenticated.
- **IPsec** encrypts print jobs sent to the MFP utilizing IPsec.
- **IPv6 support** built-in support for networks utilizing the IPv6 standard.
- **Secure data protocols** secures network communications with industry standards including HTTPS (SSL), SNMP v3.0, and IPsec.



Security at all points of vulnerability.

Third-Party Certification

Xerox has a proven track record of participation in and compliance with emerging government security standards and third-party testing and certification. The prime example of the Xerox commitment is our participation in the Common Criteria Certification process: Xerox submits its products, along with highly structured statements of the product's information security capabilities, for validation by an independent, government-sponsored laboratory. Certification is a costly, rigorous, time-consuming process. The WorkCentre 5222 will be submitted for Full System Common Criteria (ISO 15480) certification at launch, when the final shipping product is ready and available for testing. Xerox currently has more MFP products certified than any vendor in the industry. Check the security pages at Xerox (www.xerox.com/security) for the most up-to-date information.

Evaluate Cost Control

Cost of operation is one of the most important considerations when evaluating a multifunction device. Does the vendor provide the tools necessary to control access to device functions by user? Are accounting tools available to help track and assign printing costs? Does the vendor offer services to help you right-size your deployment?

How the WorkCentre 5222 exceeds the cost control requirement

Accounting Capabilities

Xerox provides multiple levels of accounting capabilities to give your organization the control it needs for tracking and assigning costs. Xerox also provides tools to control employee access to device features:

- **Internal Auditor** controls and tracks usage, and enables quota-setting for copy, print, scan and fax activity by user or workgroup for analysis and billing purposes.
- **Xerox Standard Accounting (XSA)** builds on Internal Auditor by adding web-based remote management.
- **Network Accounting** job-based accounting enables Xerox MFPs to integrate with third-party accounting and billing solutions from Xerox Business Partners.
- **Foreign device interface** enables the addition of external third-party access and accounting devices to the WorkCentre 5222, such as magnetic card readers or coin-operation devices.

Assessment Options

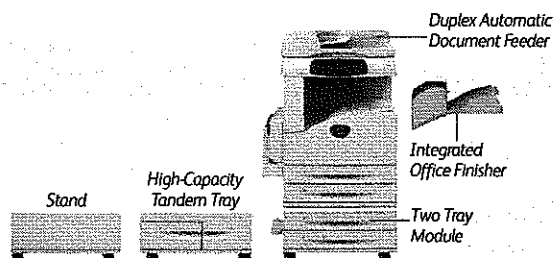
Xerox can help decrease your organization's overall document costs by optimizing and right-sizing your technology deployment. Three levels of assessment tools and services are available to help you deploy the equipment mix necessary to best serve the needs of your environment:

- **LEVEL 1: Xerox Office Efficiency Calculator** — A five-minute, web-based "instant analysis" offers suggestions regarding your organization's technology needs by comparing environment-specific information you enter against key industry metrics.
- **LEVEL 2: Xerox Office Productivity Advisor (XOPA)** — A more in-depth, web-based tool for assessing your specific document environment. XOPA results suggest better ways to manage page volume between printing, copying and faxing, delivering end-user satisfaction and cost efficiency. XOPA is a free service performed by your local Xerox sales representative.
- **LEVEL 3: Xerox Office Document Assessment (ODA)** — An analytical model that measures and analyzes your current document production infrastructure, the ODA provides in-depth improvement plans for significant cost savings and increased efficiency. The ODA is a Six-Sigma, fee-based tool and consultative service oriented more toward enterprise-level organizations.

Section 3: Configurations, Specifications, Supplies, Support and Additional Information Sources

Configuration Summary

The following sections provide details about the various WorkCentre 5222 configurations, available options and supplies, and more helpful information.



	WorkCentre® 5222 Copier	WorkCentre® 5222 Printer / Copier
Speed	Up to 22 ppm	
Duty Cycle	Up to 70,000 images/month	
Device Memory	256 MB std / 512 MB max	512 MB std / max
Hard Drive	Standard 40 GB	
Paper Handling	Duplex Automatic Document Feeder (DADF): 75 sheets; 5.5 x 8.3 in. to 11.7 x 17 in. / 140 x 210 mm to 297 x 432 mm Bypass Tray: 100 sheets; Custom sizes: 3.5 x 3.9 in. to 11 x 17 in. / 89 x 99 mm to A3 Tray 1: 500 sheets; 5.5 x 7.2 in. to 11 x 17 in. / 140 x 182 mm to A3 Tray 2: 500 sheets; 5.5 x 7.2 in. to 11 x 17 in. / 140 x 182 mm to A3	
	Standard	
	Choose One	Mobile Stand Two Tray Module: 500 sheets each; Sizes: 5.5 x 7.2 in. to 11 x 17 in. / 140 x 182 mm to A3 High Capacity Tandem Tray: One 800-sheet tray, One 1,200-sheet tray; Sizes: 8.5 x 11 in. / A4 (long-edge feed)
Paper output	Automatic two-sided, 500-sheet center tray	
Finishing	Optional	Integrated Office Finisher: 500-sheet stacker, 50 sheets stapled, single-position stapling
Supported Weights	Tray 1: 16 lb. bond – 28 lb. bond (60 – 105 gsm) All other Paper Trays: 16 lb. bond to 80 lb. Cover (60 to 215 gsm)	
Copy		
First-page-out time	As fast as 4.3 seconds	
Copy resolution (max)	Up to 600 x 600 dpi	
Copy features	Collation, Separators, Book copying, Booklet creation*, Covers, Poster, Annotation / Bates Stamping**, Watermark, ID Card Copying, N-up, Build Job*, Sample Job*, Image Overlay*	
Print		
First-page-out-time	Requires Printer Kit*	As fast as 12 seconds
Print resolution		Up to 1200 x 1200 dpi
Connectivity		10/100Base-TX Ethernet, USB 2.0
Processor		Power PC 333 MHz
Language support		PCL®6, PCL 5e, Adobe® PostScript® 3 (optional)
Print features		Secure print, Delay print, Sample set, Booklet creation, Cover selection, Multi-up, Watermark, Image overwrite
Fax	Optional	Walk-up Fax (one-line); Internet fax; Server fax
Fax features	LAN Fax**, Secure Fax, Fax forwarding, F Code, Remote Polling, Acknowledgement Report, Remote Mailboxes	

* Feature requires optional Hard Drive for Copier configuration.

** Feature requires Printer/Copier configuration.

Specifications

		WorkCentre® 5222 Copier	WorkCentre® 5222 Printer / Copier
Scan	Optional		Black and white Scan-to-Email Kit (w/ LDAP and Mailbox functionality), Black and white Network Scan Kit, Scan-to-PC Desktop*
Scan features		Requires Printer Kit upgrade	File formats: PDF, TIFF, Multipage TIFF, XPS; Scan to Mailbox, Scan to PC, Scan to Home, Job Flow Sheets
Scan speed			Up to 55 ipm @ 200 dpi
Accounting		Internal Auditor™ – Copy	Internal Auditor – Copy, Print, Scan, Fax; Xerox Standard Accounting – Copy, Print, Fax, Network Accounting enablement (optional thru 3rd Party)
Security	Standard	NA	Secure Print, HTTPS (SSL), SNMPv3, Network Authentication, IP Filtering
	Optional	Security Kit* (Disk Image Overwrite, Data Encryption and Audit Log), Secure Access**	
Other Options		256-MB memory, Foreign Device Interface	Foreign Device Interface
Operating Systems		Requires Printer Kit	Windows 2000 / Windows XP / Windows Vista / Windows 2000 Server / Windows Server 2003; Mac OS 8.6-9.2.2, X 10.2-10.4; UNIX/Solaris, Linux, Citrix
Specifications			
Device Management	Xerox CentreWare Web, Xerox CentreWare IS Xerox CentreWare for Unicenter® TNG®, Tivoli® Netware®, Microsoft Management Console, HP® OpenView®		
Print Driver Support	Microsoft Windows® — 2000, XP(32 & 64 bit), Server 2000, Server 2003 (32 & 64 bit), Vista (32 & 64 bit) NetWare 5 / NetWare 6 Unix Apple Mac OS® — 10.3 and above		
Operating Environment	Required Temperature Range — 50° to 95° F (10° to 35° C) Required Relative Humidity — 15% to 85%		
Electrical Power	110 to 127 VAC, 50/60 Hz		
Power Consumption	Running: 615 watts Ready Mode (Standby): 95 watts Low Power Mode: <150 watts Sleep Mode: 6.3 watts ENERGY STAR® Compliant		
Warm-Up Times	From Sleep: 45 seconds (max) From Low-Power Mode: 26 seconds (max)		
Dimensions	Width	Depth	Height
Base Unit with Two-Tray Module	25.2 in. (640 mm)	25.7 in. (654 mm)	43.8 in. (1,112 mm)
			Weight 214 lbs. (97 kg)
Agency Approvals	FCC Class A Compliant (U.S.), DOC Class A Compliant (Canada) 89/336/EEC (Europe) UL Listed (UL 60950-1, First Edition) CB Certified (IEC 60950-1/EN 60950-1) 73/23/EEC (Europe) Windows Hardware Quality Labs Energy Star NOM GOST		

* Feature requires optional Hard Drive for Copier configuration.

** Feature requires Printer/Copier configuration.

Supplies and Options

Supplies				
Consumables and Routine Maintenance Items	Description	Details	Part Number	
	Black Toner Cartridge – Sold	30,000 pages ¹		106R01306
	Black Toner Cartridge – Metered	30,000 pages ¹		106R01304
	Standard Drum	48,000 pages ²		101R00434
	Long Life Drum	76,000 pages ²		101R00435
	Staple Refill	Integrated Office Finisher		008R12941
	Staple Cartridge	Integrated Office Finisher		008R12964
Options				
Finishing Options	Description	Details		
	Integrated Office Finisher	500-sheet stacker, 50 sheets stapled, single-position stapling		
Scan Options (may choose one)	Scan to Email Kit	Scan to Email/Mailbox		
	Network Scan Kit	Scan to Network, Mailbox and Email		
Scan Software	Scan to PC Desktop® SE	Basic OCR and workflow tools for PC client (5-seat License)		
	Scan to PC Desktop® Pro	Full OCR and PDF workflow tools for PC client (5-seat License)		
Fax Options	Fax Kit	1-line PSTN connectivity		
	Internet Fax Kit	Requires Fax Kit & Copier/Printer configuration		
	Server Fax Kit	Requires either Scan Kit		
Other Options	Adobe PostScript Kit	Adds Adobe PostScript 3 support		
	Network Accounting Kit	Enables 3rd party job accounting applications		
	Security Kit	Adds Disk Image Overwrite and Data Encryption		
	Secure Access Unified ID System			
	Foreign Device Interface	Enables connection to transaction charge devices		
	40 GB Hard Disk Drive	Hard Drive for Copier-only configuration		
	256 MB memory	Additional memory for Copier-only configuration		

¹ Declared Yield based ISO/IEC 19752 Test Standard. Toner consumption will vary depending on image, area coverage, and media that is used.

² Declared yield based on an average job size of three A4/Letter pages. Yield will vary depending on job run length, media size, and orientation.

Support and Additional Information Sources

Unrivaled Service and Support

Behind every Xerox product is a large network of industry-leading customer support — available when you need it. Xerox service professionals use leading-edge technologies to keep you up and running. They're even linked to the engineers who designed your product, so you can be confident when you choose Xerox. And Genuine Xerox supplies are always readily available.

Total Satisfaction Guaranteed — You Decide When You're Satisfied

The exclusive Xerox Total Satisfaction Guarantee, recognized as unique in the industry, covers every Phaser device that has been continuously maintained by Xerox or its authorized representatives under a Xerox express warranty or a Xerox maintenance agreement.

Xerox Office Services Support

Asset Management Services

- **Asset Optimization and Tracking** Process and tools to optimize an enterprise's office output infrastructure and reduce hard costs.
- **Break-Fix Management** Single point of ownership and management for break-fix service for all brands of office output devices, regardless of manufacturer.
- **Supplies Management** Process and tools for procuring, monitoring and replenishing all document-related supplies proactively.

Imaging and Output Management Services

- **Output Management** Single point of management of office output from all output devices, regardless of manufacturer.
- **Image Capture and Workflow** Cost-efficient solutions for capturing, managing, retrieving and distributing information into digital repositories.

Support Services

- **Technology Procurement and Deployment** A creative and flexible end-to-end print/computer product acquisition solution that uses a single-point-of-contact model while lowering the total cost of acquisition.
- **Help Desk Services** A broad range of enterprise services, managed through a centralized single point of contact and delivered through either an on-site or off-site model.
- **End User Services** Microsoft software implementation, IT project consulting, and customer education.

Access Managed Services

- **Student and Library Patron Access** Custom-designed-and-implemented customer-managed solutions for student and library patron print access management.

Additional Information Sources

WorkCentre 5222 Front Panel

- The front panel offers tools and information pages to help with machine setup, feature selections, operational problems, and media feed and supply issues.

Customer Documentation Contains:

- Installation Guide
- Quick Use Guide
- Software and Documentation CD-ROM
- Registration Card
- Warranty Booklet

On the Web

Visit www.xerox.com/office for:

- Product, supplies and support information
- Downloading drivers
- Finding your local Xerox sales representative
- Online documentation

Visit www.xerox.com/office/support for:

- Support and service information, including the same troubleshooting Knowledge Base used by Xerox Customer Support staff to provide the latest technical information on:
 - Application issues
 - Errors
 - Print-quality issues
 - Troubleshooting

Notes

1. The first part of the document discusses the importance of maintaining accurate records of all activities. This is essential for ensuring the integrity and reliability of the data collected during the evaluation process.

2. It is also noted that the evaluation should be conducted in a systematic and unbiased manner. This involves using standardized procedures and instruments to measure the variables of interest.

3. The document further emphasizes the need for clear communication and collaboration among all stakeholders involved in the evaluation. This includes the evaluator, the program staff, and the participants.

4. Finally, it is stressed that the results of the evaluation should be used to inform decision-making and to improve the program. This requires a commitment to transparency and accountability throughout the entire process.

5. The second part of the document provides a detailed overview of the evaluation design. This includes a description of the research questions, the selection of the evaluation design, and the identification of the variables to be measured.

6. The document also discusses the importance of developing a clear and concise logic model. This model should illustrate the relationship between the program activities and the intended outcomes, and it should be used to guide the selection of evaluation instruments and data collection methods.

7. In addition, the document provides guidance on how to develop a data management plan. This plan should outline the procedures for collecting, storing, and analyzing the data, and it should be developed in consultation with the program staff and the participants.

8. Finally, the document discusses the importance of conducting a pilot evaluation. This allows the evaluator to test the evaluation instruments and procedures, and to identify any potential problems before the main evaluation begins.

9. The third part of the document discusses the data collection and analysis phase of the evaluation. This includes a description of the data collection methods, the development of a data management plan, and the analysis of the data.

10. The document also discusses the importance of ensuring the validity and reliability of the data. This involves using standardized procedures and instruments, and conducting a thorough review of the data collection and analysis process.

11. In addition, the document provides guidance on how to develop a data management plan. This plan should outline the procedures for collecting, storing, and analyzing the data, and it should be developed in consultation with the program staff and the participants.

12. Finally, the document discusses the importance of conducting a pilot evaluation. This allows the evaluator to test the evaluation instruments and procedures, and to identify any potential problems before the main evaluation begins.

13. The fourth part of the document discusses the reporting and dissemination phase of the evaluation. This includes a description of the reporting process, the development of a report, and the dissemination of the results.

14. The document also discusses the importance of ensuring the transparency and accountability of the reporting process. This involves providing a clear and concise summary of the findings, and making the results available to all stakeholders.

15. In addition, the document provides guidance on how to develop a report. This report should be written in a clear and concise manner, and it should be developed in consultation with the program staff and the participants.

16. Finally, the document discusses the importance of disseminating the results of the evaluation. This involves sharing the findings with the program staff, the participants, and the broader community.

17. The fifth part of the document discusses the evaluation process as a whole. This includes a description of the evaluation process, the selection of the evaluation design, and the identification of the variables to be measured.

18. The document also discusses the importance of developing a clear and concise logic model. This model should illustrate the relationship between the program activities and the intended outcomes, and it should be used to guide the selection of evaluation instruments and data collection methods.

19. In addition, the document provides guidance on how to develop a data management plan. This plan should outline the procedures for collecting, storing, and analyzing the data, and it should be developed in consultation with the program staff and the participants.

20. Finally, the document discusses the importance of conducting a pilot evaluation. This allows the evaluator to test the evaluation instruments and procedures, and to identify any potential problems before the main evaluation begins.

21. The sixth part of the document discusses the evaluation process as a whole. This includes a description of the evaluation process, the selection of the evaluation design, and the identification of the variables to be measured.

22. The document also discusses the importance of developing a clear and concise logic model. This model should illustrate the relationship between the program activities and the intended outcomes, and it should be used to guide the selection of evaluation instruments and data collection methods.

23. In addition, the document provides guidance on how to develop a data management plan. This plan should outline the procedures for collecting, storing, and analyzing the data, and it should be developed in consultation with the program staff and the participants.

24. Finally, the document discusses the importance of conducting a pilot evaluation. This allows the evaluator to test the evaluation instruments and procedures, and to identify any potential problems before the main evaluation begins.

25. The seventh part of the document discusses the evaluation process as a whole. This includes a description of the evaluation process, the selection of the evaluation design, and the identification of the variables to be measured.

26. The document also discusses the importance of developing a clear and concise logic model. This model should illustrate the relationship between the program activities and the intended outcomes, and it should be used to guide the selection of evaluation instruments and data collection methods.

27. In addition, the document provides guidance on how to develop a data management plan. This plan should outline the procedures for collecting, storing, and analyzing the data, and it should be developed in consultation with the program staff and the participants.

28. Finally, the document discusses the importance of conducting a pilot evaluation. This allows the evaluator to test the evaluation instruments and procedures, and to identify any potential problems before the main evaluation begins.

29. The eighth part of the document discusses the evaluation process as a whole. This includes a description of the evaluation process, the selection of the evaluation design, and the identification of the variables to be measured.

30. The document also discusses the importance of developing a clear and concise logic model. This model should illustrate the relationship between the program activities and the intended outcomes, and it should be used to guide the selection of evaluation instruments and data collection methods.

31. In addition, the document provides guidance on how to develop a data management plan. This plan should outline the procedures for collecting, storing, and analyzing the data, and it should be developed in consultation with the program staff and the participants.

32. Finally, the document discusses the importance of conducting a pilot evaluation. This allows the evaluator to test the evaluation instruments and procedures, and to identify any potential problems before the main evaluation begins.

33. The ninth part of the document discusses the evaluation process as a whole. This includes a description of the evaluation process, the selection of the evaluation design, and the identification of the variables to be measured.

34. The document also discusses the importance of developing a clear and concise logic model. This model should illustrate the relationship between the program activities and the intended outcomes, and it should be used to guide the selection of evaluation instruments and data collection methods.

35. In addition, the document provides guidance on how to develop a data management plan. This plan should outline the procedures for collecting, storing, and analyzing the data, and it should be developed in consultation with the program staff and the participants.

36. Finally, the document discusses the importance of conducting a pilot evaluation. This allows the evaluator to test the evaluation instruments and procedures, and to identify any potential problems before the main evaluation begins.

Questions? Comments? Problems?

If for any reason you need to contact your Xerox sales representative, please call 1-800-ASK-XEROX, or visit us on the web at www.xerox.com/office.



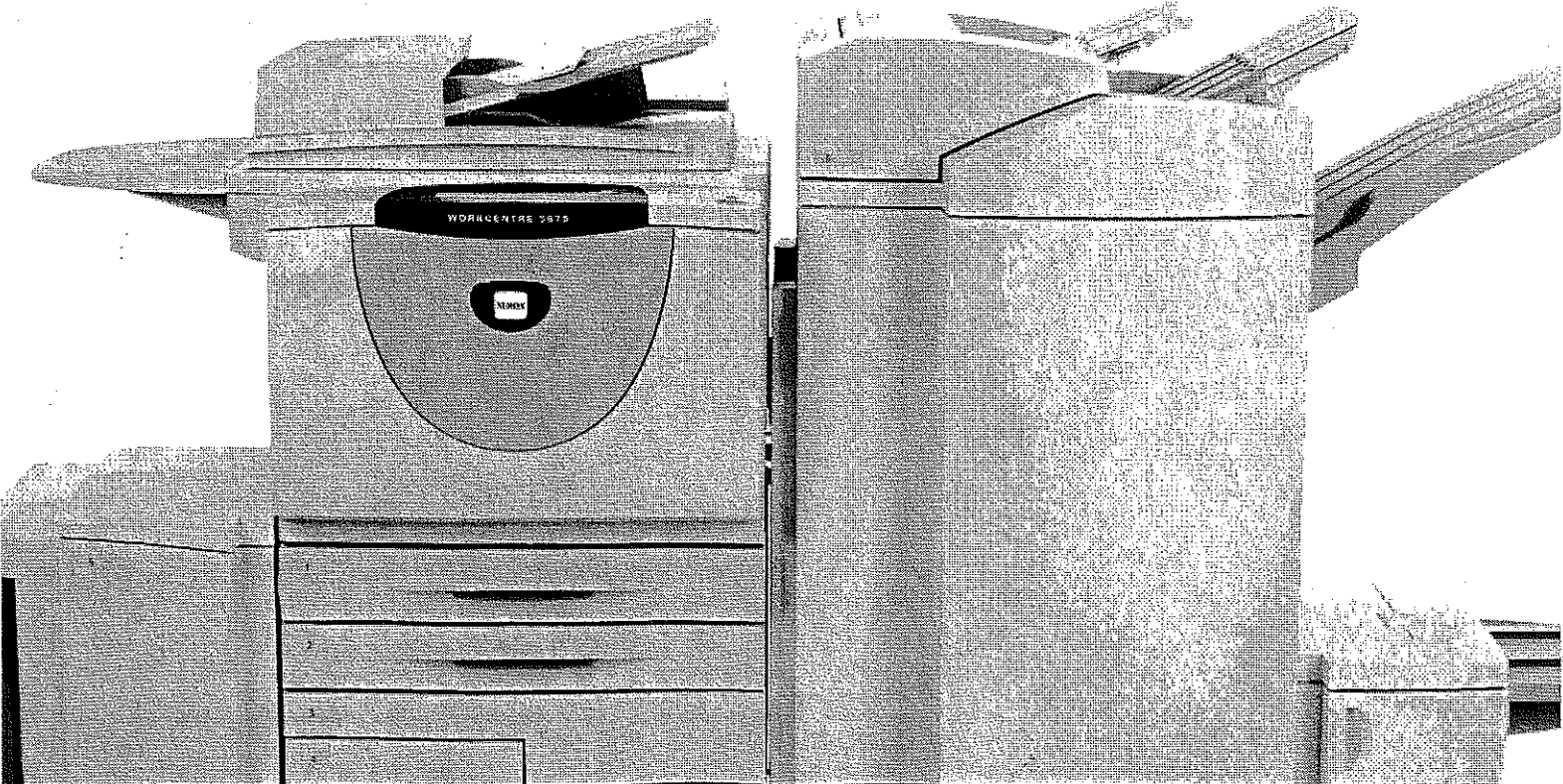
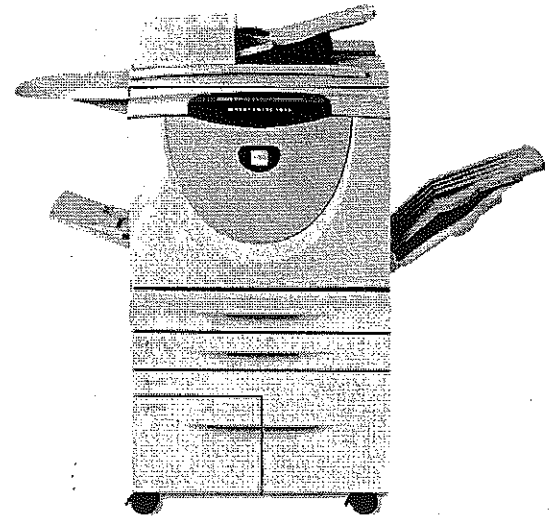
WorkCentre 5632 / 5638 / 5645 /
5655 / 5665 / 5675 / 5687

XEROX®

Technology | Document Management | Consulting Services

print | copy | scan | fax | email

WorkCentre® 5632 / 5638 / 5645 / 5655 / 5665 / 5675 / 5687 Evaluator Guide



ABOUT THIS GUIDE

This guide will introduce you to the Xerox WorkCentre® 5632 / 5638 / 5645 / 5655 / 5665 / 5675 / 5687 series of multifunction printers, and aid you in your evaluation process.

CONTENTS

Section 1 — Introducing the WorkCentre 5600 Multifunction Printer Series

Product Overview.....	1
WorkCentre 5600 Specifications.....	2

Section 2 — Evaluating Multifunction Printers

Overview.....	5
Evaluate Productivity.....	6
Evaluate Installation and Deployment.....	7
Evaluate Ease of Use and Management.....	7
Evaluate Reliability.....	9
Evaluate Versatility.....	10
Evaluate Security Capabilities.....	14
Evaluate Cost Control.....	16

Section 3 — Configurations, Specifications, Supplies, Support and Additional Information Sources

Configuration Summary.....	17
Specifications.....	18
Supplies.....	19
Options.....	20
Support and Additional Information Sources.....	21

